



U.S. Department of Homeland Security
U.S. Immigration and Customs Enforcement

HQDRO 50/10.8

Office of the Director

425 I Street NW
Washington, DC 20536

MEMORANDUM FOR [REDACTED] b6, b7C
OFFICER-IN-CHARGE
EL CENTRO SERVICE PROCESSING CENTER

FROM: [REDACTED] b6, b7C
Deputy Assistant Director
Detention Management Division

SUBJECT: Detention Review Notification

The Headquarters Office of Detention and Removal intends to perform a review of your facility on January 27. This review will be performed under the supervision of Headquarters staff. The review is expected to conclude on or about January 29. The Review Team will conduct a complete closeout and share the preliminary findings of the review at that time.

In preparation for this inspection, you are requested to provide working space for the review team. Additionally, a master copy of the facility's Policies and Procedures, Post Orders, and Emergency Plans should be available to the review team during the review. The Reviewer-in-Charge (RIC) may request additional materials during or prior to the scheduled review.

The designated RIC for your review is [REDACTED] b6, b7C. Should your staff have any questions regarding this review, please have them contact [REDACTED] b6, b7C, Deputy Assistant Director, Detention Management Division, at (202) 616-[REDACTED] b2 high

CC: Ronald J. Smith, Acting Field Director, San Diego
El Centro Service Processing Center
Deputy Assistant Director, Field Operations Division

CC: **Official file**

b2High, (b)(6), (b)(7)c



U.S. Immigration
and Customs
Enforcement

Interoffice Memorandum

To: Anthony S. Tangeman, Director, Detention and Removal Operations

From: [REDACTED] b6, b7C
[REDACTED] b6, b7C Reviewer-In-Charge, HQDRO/DOD/FMTB

Date: February 5, 2004

Re: El Centro Service Processing Center Review Summary Report

The Detention Operations Division (DOD) performed a review of the El Centro Service Processing Center (SPC) on January 27-29. This review was performed under the supervision of [REDACTED] b6, b7C, Reviewer-In-Charge (RIC) with team members [REDACTED] b6, b7C and [REDACTED] b6, b7C. The San Diego Field Office last performed a self-assessment of the facility on November 19, 2003.

Type of Review:

This review is a scheduled Headquarters Review and was conducted to determine overall compliance with the ICE Detention standards.

Review Summary:

The El Centro SPC is not accredited by the American Correctional Association (ACA). The facility is accredited by the National Commission on Correctional Health Care and the Joint Accreditation Commission for Healthcare.

The following information summarizes those standards *not* in compliance. Each standard is identified and a short summary provided regarding standards or procedures not currently in compliance.

2004 Review

Acceptable - 33
Deficient - 2
Repeat Deficiency - 2
At-Risk - 0

2003 Review

Compliant - 31
Deficient - 1
Repeat Deficiency - 4
At-Risk - 0
Not Applicable - 0

Classification - Repeat Deficiency:

- The facility does not conduct reclassification reassessments between 45 and 60 days after arrival and subsequent reassessments every 60 to 90 days.
- The detainee handbook does not address the different levels of classification.
- The facility does not classify all detainees based on information received at intake.

Classification has been a repeat deficiency at the facility for the past three years. Many detainees were not reclassified within 90 days as required. Detainees received at the facility with little or no documentation are automatically classified as Level 2. The facility has not trained employees to request the appropriate information to properly classify detainees.

Hold Rooms - Repeat Deficiency:

- Bunk beds are located in the Holding Rooms.
- Detainees are held in Hold Rooms for more than 12 hours.
- There is not a written evacuation plan that addresses removing detainees from Hold Rooms in case of fire and/or building evacuation.

Hold Rooms have been a repeat deficiency at the facility for the past two years. The processing area Hold Room logs document that detainees are being held past the permitted 12 hours. The auditors were told the reason for the delay was due to the fact that the x-ray machine was broken. It was later verified that the x-ray machine was only inoperable from 1/25 - 1/27. A further log review documented that holding detainees over 12 hours is a common practice at the facility. The average time detainees were kept in the Hold Rooms were between 14 -16 hours. Several detainees had remained in the Hold Room for approximately 24 hours. Detainees from general population awaiting court appearances are placed with detainees who have not been medically screened.

Security Inspections - Deficient:

- The front entrance officer does not check the ID of everyone entering or exiting the facility (employee or visitor).
- The facility does not maintain a log of all incoming and departing vehicles to sensitive areas of the facility.

Entrance officers at the facility did not request government issued photo ID from employees. The AKAL officer post orders mandate that the officers physically check the ID of every employee and visitor entering the facility. This practice was observed to be violated on several occasions during the three-day inspection. An officer was observed permitting a visitor to enter the facility prior to checking her ID. Names of various individuals were incorrect in the logbook. Bags and briefcases are not properly searched when entering the facility. The x-ray machine is out of order and a maintenance request could not be located.

Staff Detainee Communications – Deficient:

- Detention and Deportation Staff do not conduct scheduled weekly visits with detainees held in the SPC.
- ICE information request forms are not available at the SPC for use by ICE detainees.

Detainees and staff both reported that this standard is deficient. Recently, the Supervisory Deportation Officer has created a new visitation list that is posted in all detainee living areas. The schedule began in January and if followed, will provide detainees weekly access to Deportation Officers. The staff/detainee communication should be documented and request forms filed to ensure follow-up.

RIC Issues and Concerns:

- **Infection Control:** (At-Risk)

Detainees who have completed their tuberculosis (TB) test and have been cleared are being placed in holding cells with new arrivals that have not been TB screened. This high-risk practice places detainees in an environment where prolonged close contact with non-TB screened persons could lead to a potential, unnecessary exposure and spread of the disease.

- **Key and Lock Control:** (Advisory)

Two padlocks were discovered on one of two doors on the detainee holding cell, which would prevent detainees from immediately exiting in the event of a fire. The National Detention Standards mandate that padlocks and/or chains are not to be used on cell doors.

RIC Issues and Concerns: (Continued)

- **Collapsible Steel Batons:** (Advisory)

Collapsible steel batons are carried by officers inside the facility. Officer-In-Charge (OIC) [b6, b7C] cited a memo from the San Diego District Director in 1999 permitting this practice. However, the memo presented did not address this issue. OIC [b6, b7C] stated that the collapsible steel batons were needed for the safety of his officers and he would not remove them from the facility unless ordered to do so. Officers continued to carry batons inside the facility on the third and final day of the review.

- **American Correctional Association (ACA) Accreditation:**

Approximately 25 ACA files were reviewed to ensure compliance. All files lacked required index forms, policy highlights, appropriate secondary documentation or contained excessive paperwork not related to the standard. This officer reviewed each file with Accreditation Manger [b6, b7C] to discuss what specific documentation was required. The facility had originally planned to schedule their accreditation audit for March or April, which is extremely premature. The Accreditation Department currently lacks direction. The OIC and this officer discussed sending two identified employees to the Florence Processing Center for file training.

- **Construction:**

The processing area of the facility is currently under construction. The estimated completion date is scheduled for February. Four of the facility pods (Limo, Kilo, Nancy and Mike) are in great need of paint to improve the quality of life for detainees. There are no major renovation projects scheduled for the El Centro SPC.

RIC OBSERVATIONS:

- **Best Practice - Mental Health:** All detainees housed at the facility are offered various mental health programs, which include individual and group counseling. Specific treatment plans are created and detainees are placed in either anger management or adjustment disorder groups. The involved staff continue to monitor the detainees' progress and make appropriate adjustments when necessary.
- **Overall Cleanliness of the Facility:** The overall sanitation of the facility was good. Detainees were continuously observed cleaning throughout the review. The food service equipment was found to be dirty, but this deficiency was immediately corrected when reported to the OIC.

- **Staff Interaction:** OIC [REDACTED] b6, b7C and his staff were extremely professional and helpful during the review. Information requested was immediately provided. Employees were knowledgeable and well versed regarding their post orders and appeared comfortable within their positions.

Recommended Rating and Justification:

It is the RIC recommendation that the facility receive a rating of "Deficient". The El Centro SPC has continued for numerous years to remain deficient in critical areas, which affect the quality of life for detainees. The facility did not attempt to correct the identified problems in those areas even when documented in the past two reviews. The facility now fully complies with 33-of-37 standards. The RIC recommends that the Field Office review standards found to be deficient within 90 days after receipt and concurrence of the El Centro SPC plans of action. It is also recommended that the accreditation process be put on hold until the above deficiencies and files can be corrected.

RIC Assurance Statement:

It is the opinion of this RIC that the findings of compliance and non-compliance are documented on the G-324a inspection form and that it is supported by documentation in the review file.

Deputy Assistant Director, Field Operations Division

CC: Official File

[REDACTED] b2High, (b)(6), (b)(7)c

HEADQUARTERS EXECUTIVE REVIEW

Review Authority

The signature below constitutes review of this report and acceptance by the Review Authority. OIC/CEO will have **30 days** from receipt of this report to respond to all findings and recommendations.

HQDRO EXECUTIVE REVIEW: (Please Print Name)	Sig
(b)(6), (b)(7)c	(b)(6), (b)(7)c
Title	Date
Director	2/23/04

- Final Rating:
- Superior
 - Good
 - Acceptable
 - Deficient
 - At-Risk

Comments: It is the RIC recommendation that the facility receive a rating of "Deficient". The El Centro Service Processing Center has continued for numerous years to remain deficient in critical areas, which affect the quality of life for detainees. The facility did not attempt to correct the identified problems in those areas even when documented in the past two reviews. The facility now fully complies with 33-of-37 standards.

U.S. Department Of Homeland Security
U.S. Immigration and Customs Enforcement

Detention Facility Review Form
Facilities Used Over 72 hours

ICE Service Processing Center
 ICE Contract Detention Facility
 ICE Intergovernmental Service Agreement

A. Current Inspection

Type of Review
 Field Office HQ Review
Date[s] of Review
January 27-29, 2004

Previous/Most Recent Review

Date[s] of Last Review
January 28-30, 2003
Previous Rating
 Superior Good Acceptable Deficient At-Risk

B. Name and Location of Facility

Name
El Centro Service Processing Center
Address (Street and Name)
1115 North Imperial Avenue
City, State and Zip Code
El Centro, CA 92243
County
Imperial
Name and Title of Chief Executive Officer (Warden/OIC/Superintendent)
b6, b7C Officer-In-Charge
Telephone # (Include Area Code)
(760) 353 b6, b7C
District
San Diego
Distance from District Office
120 miles

C. ICE Information

Name of Reviewer (Last Name, Title and Duty Station)
b6, b7C / Detention and Deportation Officer / Washington DC
Last Name / Title of Team Members (Reviewers)
b6, b7C / PHS/PHO; b6, b7C IEA/Dallas; b6, b7C / DO/Wash
Controlling Field Office
San Diego
Nearest Field or Sub-Office
San Diego (Approximately 120 miles)

D. CDF/IGSA Information Only

Contract Number	Date of Contract or IGSA
Basic Rates per Man-Day	
Other Charges: (If None, Indicate N/A)	
Estimated Man-days Per Year	

E. Accreditation Certificates

Accredited By:

ACA: NCCHC: JCAHO:
Date: N/A Date: 1/2003 Date: 3/2003

F. Problems / Complaints (Copies must be attached)

The Facility is under Court Order or Class Action Finding
 Court Order Class Action Order
The Facility has Significant Litigation Pending
 Major Litigation Life/Safety Issues
Checked Box above requires a detailed written memorandum.

G. Facility History

Date Built
1975
Date Last Remodeled or Upgraded
Ongoing
Date New Construction / Bedspace Added
None
Future Construction Planned
 Yes No Date:
Current Bedspace
416
Future Bedspace
544

H. Total Facility Population

Total Intake for previous 12 months
7,357
Total Mandays for Previous 12 months
11.86

Classification Level (ICE SPCs and CDFs Only)

	L-1	L-2	L-3
Adult Male	230	134	43
Adult Female	0	0	0

I. Facility Capacity

	Rated	Operational	Emergency
Adult Male	544	450	560
Adult Female	0	0	0

Average Daily Population

	ICE	USMS	Other
Adult Male	450 (2003) 415-420 January 2004	0	0
Adult Female	0	0	0

Staffing Level

Security: (b)(2)High Support: (b)(2)High

Significant Incident Summary Worksheet

For ICE to complete its Review of your facility, the following information must be completed prior to the scheduled review dates. The information on this form should contain data for the past twelve months in the boxes provided. The information on this form is used in conjunction with the ICE Detention Standards in assessing your Detention Operations against the needs of the ICE and its detained population. This form should be filled out by the facility prior to the start of any inspection.

<i>Incidents</i>	<i>Description</i>	Jan – Mar	Apr – Jun	Jul – Sept	Oct – Dec
Assault: Offenders on Offenders ¹	Types (Sexual ² , Physical, etc.)	0	0	2	3
	With Weapon	0	0	0	0
	Without Weapon	0	0	0	0
Assault: Detainee on Staff	Types (Sexual Physical, etc.)	0	0	0	1
	With Weapon	0	0	0	0
	Without Weapon	0	0	0	0
Number of Forced Moves, incl. Forced Cell moves ³		0	0	0	0
Disturbances ⁴		0	0	0	0
Number of Times Chemical Agents Used		0	0	0	0
Number of Times Special Reaction Team Deployed/Used		0	0	0	0
# Times Four/Five Point straints applied/used	Number/Reason (M=Medical, V=Violent Behavior, O=Other)	0	0	0	0
	Type (C=Chair, B=Bed, BB=Board, O=Other)	0	0	0	0
Offender / Detainee Medical Referrals as a result of injuries sustained.		1	3	1	2
Escapes	Attempted	0	0	0	0
	Actual	0	1	0	0
Grievances:	# Received	18	15	21	9
	# Resolved in favor of Offender/Detainee	14	13	18	8
Deaths	Reason (V=Violent, I=Illness, S=Suicide, A=Attempted Suicide, O=Other)	0	0	0	0
	Number	0	0	0	0
Psychiatric / Medical Referrals	# Medical Cases referred for Outside Care	31	32	27	43
	# Psychiatric Cases referred for Outside Care	0	0	3	1

¹ Any attempted physical contact or physical contact that involves two or more offenders

² Oral, anal or vaginal penetration or attempted penetration involving at least 2 parties, whether it is consenting or non-consenting

³ Routine transportation of detainees/offenders is not considered "forced"

⁴ Any incident that involves four or more detainees/offenders, includes gang fights, organized multiple hunger strikes, work stoppages, hostage situations, major fires, or other large scale incidents.

DHS/ICE Detention Standards Review Summary Report

1. Acceptable 2. Deficient 3. Not Applicable (IGSA's Only)

Legal Access Standards

	1.	2.	3.	4.	5.
1. Access to Legal Materials	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
2. Group Presentations on Legal Rights	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
3. Visitation	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
4. Telephone Access	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

Detainee Services

5. Admission and Release	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
6. Classification System	<input type="checkbox"/>	<input type="checkbox"/>			
7. Correspondence and Other Mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
8. Detainee Handbook	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
9. Food Service	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
10. Funds and Personal Property	<input checked="" type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
11. Detainee Grievance Procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
12. Issuance and Exchange of Clothing, Bedding, and Towels	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
13. Marriage Requests	<input checked="" type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
14. Non-Medical Emergency Escorted Trip	<input checked="" type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
15. Recreation	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
16. Religious Practices	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
17. Voluntary Work Program	<input checked="" type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>

Health Services

18. Hunger Strikes	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
19. Medical Care	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
20. Suicide Prevention and Intervention	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
21. Terminal Illness, Advanced Directives and Death	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

Security and Control

22. Contraband	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
23. Detention Files	<input checked="" type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
24. Disciplinary Policy	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
25. Emergency Plans	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
26. Environmental Health and Safety	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
27. Hold Rooms in Detention Facilities	<input type="checkbox"/>	<input type="checkbox"/>			
28. Key and Lock Control	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
29. Population Counts	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
30. Post Orders	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
31. Security Inspections	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
32. Special Management Units (Administrative Segregation)	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
33. Special Management Units (Disciplinary Segregation)	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
34. Tool Control	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
35. Transportation (Land management)	<input checked="" type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
36. Use of Force	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
37. Staff / Detainee Communication	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
38. Detainee Transfer	<input type="checkbox"/>	<input type="checkbox"/>			
39. Detainee Search	<input type="checkbox"/>	<input type="checkbox"/>			

All findings (At-Risk, Repeat Deficiency and Deficient) require written comment describing the finding and what is necessary to meet compliance.

RIC Review Assurance Statement

By signing below, the Reviewer-In-Charge (RIC) certifies that all findings of noncompliance with policy or inadequate controls contained in the Review Report are supported by evidence that is sufficient and reliable. Furthermore, findings of noteworthy accomplishments are supported by sufficient and reliable evidence. Within the scope of the review, the facility is operating in accordance with applicable law and policy, and property and resources are efficiently used and adequately safeguarded, except for the deficiencies noted in the report.

Reviewer-In-Charge: (Print Name) b6, b7C	Signature b6, b7C
Title & Duty Location Detention and Deportation Officer/ Washington DC	Date 2-9-04

Team Members

Print Name & Duty Location b6, b7C, Phoenix, AZ	Print Name & Duty Location b6, b7C, Washington, DC
Print Name & Duty Location b6, b7C, Dallas, Texas	Print Name & Duty Location

- RIC Rating Recommendation:**
- Superior
 - Good
 - Acceptable
 - Deficient
 - At-Risk

RIC Comments: It is the Reviewer-In-Charge recommendation that the facility receive a rating of "Deficient". The El Centro Service Processing Center has continued for numerous years to remain deficient in critical areas, which effect the quality of life for detainees. The facility did not attempt to correct the identified problems in those areas even when documented in the past two reviews. The facility now fully complies with 33-of-37 standards. The RIC recommends that the Field Office review standards found to be deficient within 90 days after receipt and concurrence of the El Centro Service Processing Center plans of action. It is also recommended that the accreditation process be put on hold until the above deficiencies and files can be corrected.