MEMORANDUM FOR: John P. Torres
Director
FROM: Reviewer-In-Charge
HQDRO/DMD/DSCU
SUBJECT: Headquarters Detention Review
Port Isabel Service Processing Center Annual Review

The Detention Management Division, Detention Standards Compliance Unit, performed a Headquarters Detention Review of the Port Isabel Service Processing Center (SPC) in Los Fresnos, Texas on February 13-15, 2007. The review was performed under the guidance of Reviewer-In-Charge. Team members included Atlanta Field Office, Baltimore Field Office and, Division of Immigration Health Services (DIHS).

Type of Review

This review is a scheduled Headquarters Review, which is performed to determine overall compliance with the Immigration Customs Enforcement (ICE) National Detention Standards (NDS). The facility received a previous rating of “Good” during the February 2006 review.

Review Summary

The American Correctional Association (ACA), the National Commission on Correctional Health care (NCCHC) and the Joint Accreditation Commission for Healthcare (JCAHO) accredited the Port Isabel (SPC). The following information summarizes last dates of successful accreditation and those standards that are not in compliance.

ACA: January 2005
NCCHC: February 2006
JCAHO: March 2005
2006 Review
\[
\begin{array}{|c|c|}
\hline
\text{Compliant} & 38 \\
\text{Deficient} & 0 \\
\text{Repeat Deficiency} & 0 \\
\text{At-Risk} & 0 \\
\hline
\end{array}
\]

2007 Review
\[
\begin{array}{|c|c|}
\hline
\text{Compliant} & 36 \\
\text{Deficient} & 2 \\
\text{Repeat Deficiency} & 0 \\
\text{At-Risk} & 0 \\
\hline
\end{array}
\]

Review Findings:

The following standards received a rating of deficient:

Staff Detainee Communication-Deficient

The ICE requirement to communicate with detainees was implemented to ensure that detainees had full access to immigration staff in charge of their immigration case. Detainees generally do not have representation and usually have no other method for obtaining information regarding their custody status or pending removal from the United States. A lack of communication can leave a detainee frustrated and can result in a delay for court proceedings, removal, and ultimately lead to the detainee exhibiting disruptive or other problematic behavior. Deportation staff, by policy, has a responsibility to communicate effectively with detainees assigned to their respective dockets and ensure that the detainee receives everything they are entitled to by policy and/or regulation. The following areas of deficiency were noted at Port Isabel Service Processing Center:

- Deportation Officers are not visiting male or females in detainees units.
- ICE staff does not respond to detainee requests within 72 hours.
- Detainees are not receiving responses from detainee request forms.

The facility provided inconsistent documentary evidence that detention and deportation staff conduct scheduled weekly visits to detainee living areas to observe current climate and conditions of confinement. Although the schedule is posted for Immigration Enforcement Agents to conduct visits, there was no sufficient evidence in the sign in logbook to support officers posted schedule.

Recommendation:

- Officers need to visit male and female living area.
- Request forms need to be reviewed and answered within the 72-hour time frame.
Access To Medical Care-Deficient

All detainees shall have access to medical services that promote detainee health and general well-being. Medical facilities in service processing centers and contract detention facilities will maintain current accreditation by the National Commission on Correctional Health Care. Each medical facility will strive for accreditation with the Joint Commission on the Accreditation of Health Care Organizations.

- After interview of detainees and review of approximately 75 random sick call requests, approximately 70% of the requests were reviewed, triaged and seen within 2-4 days of submitting, approximately, 20% averaged 6-8 days and approximately 10% were greater than 10 days. The majority of the detainees interviewed (4 different pods) were dissatisfied with medical service. The policy at PIDC, which was verbally confirmed by the Health Service Administrator, indicates sick call requests will be picked up and triaged daily by medical staff. Based on the severity of the request, appointments will be scheduled accordingly. Sick call is conducted 7 days per week.
  A total of 62 charts were randomly audited. During the audit, all PEs had been completed within 14 days of arrival. All chronic medical files reviewed had a PE completed by a Provider.

**Recommendation:** Over all, this standard has been met; however, 30% of sick call slips were not reviewed, triaged and scheduled in a timely manner for an appointment according to the standards. Reviewer discussed verbally with CAPT Moe, Health Service Administrator regarding the sick call requests deficiency. Corrective action (verbal) per CAPT . The medical staff will begin, immediately, daily triaging every sick call request submitted. Reviewer recommends review of corrective action of sick call standard in 6 months.

- During the first two days of the review, medical staffing included 1 RN on day shift (12 hours), two RNs on night shift (12 hours) and one LPN (3-11p). Responsibilities include pill line for over 100 detainees, sick call for 80-100 detainees, emergency response, lab procedures, equipment checks, etc. Support staff during the day is composed of the clinical Director, (2) AHSA, and a Mid level provider.

**Recommendation:** More medical staff is needed to meet the health care needs of the population based on the size of the facility, the type and scope of health care services provided, the needs of the detainee population and the organizational structure.

- Several medical files were noted to have scanned forms of non-DIHD substitute screening (1-794) forms. Verbal confirmation by LCDR states approval for use of these forms was given by DIHS-HQ.
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Port Isabel Service Processing Center Annual Review  
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Recommendation: Recommend all substitute screening forms are submitted for approval to the Health Service Division prior to use at the facility.

The following best practices were observed:

Funds and Personal Property-Best Practice

The Funds and Property section demonstrated a meticulous and exceptionally accurate system to maintaining funds and personal property. The property room is very organized and each container tagged with an I-77 and sealed, the facility also created a numerical tag system as a way of organizing property. The funds and small valuables are also marked with the corresponding tag number so that the detainee receives all of his or her property and not just part of the property before leaving the facility. Despite the fact that this facility holds such a large number of detainees and has a high removal rate it still maintains one of the most accurate and effective property systems.

Tool Control-Best Practice

Tool Control maintenance shop was extremely clean and organized, the maintenance Supervisor and Tool Control Officer has a unique way of conducting their monthly inventory. All tools are located on shadow boards that is specified not only by bin numbers but also on hanging inventory sheets for particular section as well as kept on a computer backup drive.

Significant Observations

Staff-Interaction

The management staffs at Port Isabel SPC were professional and included many years of experience and various law enforcement backgrounds. Staff noticeably emulated the professionalism set forth by their management team.

Any information requested was retrieved in an expeditious manner and any concerns were addressed immediately. The staff was well versed in policy and procedure at this location and took pride in their facility.

Recommended Rating and Justification:

The Reviewer-In-Charge recommends that the facility receive a rating of “Acceptable.” The facility complies with 36 of 38 Immigration and Customs Enforcement, National Detention Standards.
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RIC Assurance Statement

The findings of compliance and noncompliance are documented on the G-324a Inspection form and are supported by documentation in the review file.
A. Type of Facility Reviewed

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

B. Current Inspection

- **Type of Inspection**
  - Field Office
  - HQ Inspection

- **Date(s) of Facility Review**
  - February 13-15, 2007

C. Previous/Most Recent Facility Review

- **Date(s) of Last Facility Review**
  - February, 2006

- **Previous Rating**
  - Superior
  - Good
  - Acceptable
  - Deficient
  - At-Risk

D. Name and Location of Facility

- **Name**
  - Port Isabel Detention Center

- **Address**
  - 27991 Buena Vista Road

- **City, State and Zip Code**
  - Los Fresno, Texas 78566

- **County**
  - Cameron

- **Name and Title of Chief Executive Officer (Warden/OIC/Superintendent)**
  - [Name]

- **Telephone**
  - [Number] (Include Area Code)

- **Field Office / Sub-Office (List Office with oversight responsibilities)**
  - San Antonio
  - Harlingen

- **Distance from Field Office**
  - 250-300 miles

E. ICE Information

- **Name of Inspector (Last Name, Title and Duty Station)**
  - [Name] D&D Officer / Washington, DC

- **Name of Team Member / Title / Duty Location**
  - DO / Atlanta Field Office

- **Name of Team Member / Title / Duty Location**
  - DO / Baltimore Field Office

- **Name of Team Member / Title / Duty Location**
  - LTCDR / DIHS Aguadilla, PR

F. CDF/IGSA Information Only

- **Contract Number**
  - [Number]

- **Date of Contract or IGSA**
  - [Date]

- **Basic Rates per Man-Day**
  - [Rate]

- **Other Charges**
  - [Rate]

- **Estimated Man-days Per Year**
  - [Number]

G. Accreditation Certificates

- List all State or National Accreditation[s] received:
  - ACA, NCCHC, JCAHO

- Check box if facility has no accreditation[s]

H. 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

- Check if None.

I. Facility History

- **Date Built**
  - 1955 with new facility opened on 2/5/07

- **Date Last Remodeled or Upgraded**
  - 2007

- **Date New Construction / Bedspace Added**
  - 2001

- **Future Construction Planned**
  - Yes

- **Current Bedspace**
  - 1200

- **Future Bedspace (# New Beds only)**
  - 2000

- **Current Bedspace**
  - 2000

J. Total Facility Population

- **Total Facility Intake for previous 12 months**
  - 10,483

- **Total ICE Mandays for Previous 12 months**
  - 170,170

K. Classification Level (ICE SPCs and CDFs Only)

<table>
<thead>
<tr>
<th>Level</th>
<th>ICE Male</th>
<th>ICE Female</th>
<th>CDF Male</th>
<th>CDF Female</th>
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<tr>
<td>L-1</td>
<td>329</td>
<td>208</td>
<td>273</td>
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<td>L-2</td>
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L. Facility Capacity

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<thead>
<tr>
<th>Level</th>
<th>Rated</th>
<th>Operational</th>
<th>Emergency</th>
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<tbody>
<tr>
<td>Adult Male</td>
<td>900</td>
<td>900</td>
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<tr>
<td>Adult Female</td>
<td>300</td>
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</table>

- **Facility holds Juveniles Offenders 16 and older as Adults**

M. Average Daily Population

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<thead>
<tr>
<th>Level</th>
<th>ICE</th>
<th>USMS</th>
<th>Other</th>
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<tbody>
<tr>
<td>Adult Male</td>
<td>805</td>
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<td>0</td>
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<tr>
<td>Adult Female</td>
<td>300</td>
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N. Facility Staffing Level

- **Security:**
  - [Level]

- **Support:**
  - [Level]

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Form G-324A (Rev. 8/13/04) No Prior Version May Be Used After 10/1/04
### DHS/ICE Detention Standards Review Summary Report

<table>
<thead>
<tr>
<th>Legal Access Standards</th>
<th>1.</th>
<th>2.</th>
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<th>4.</th>
<th>5.</th>
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<tbody>
<tr>
<td>1. Access to Legal Materials</td>
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<tr>
<td>2. Group Presentations on Legal Rights</td>
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<tr>
<td>3. Visitation</td>
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<td>4. Telephone Access</td>
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### Detainee Services

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

### Health Services

| 18. Hunger Strikes | ☒ | | | | |
| 19. Medical Care | ☒ | | | | |
| 20. Suicide Prevention and Intervention | ☒ | | | | |
| 21. Terminal Illness, Advanced Directives and Death | ☒ | | | | |

### Security and Control

| 22. Contraband | ☒ | | | | |
| 23. Detention Files | ☒ | | | | |
| 24. Disciplinary Policy | ☒ | | | | |
| 25. Emergency Plans | ☒ | | | | |
| 26. Environmental Health and Safety | ☒ | | | | |
| 27. Hold Rooms in Detention Facilities | ☒ | | | | |
| 28. Key and Lock Control | ☒ | | | | |
| 29. Population Counts | ☒ | | | | |
| 30. Post Orders | ☒ | | | | |
| 31. Security Inspections | ☒ | | | | |
| 32. Special Management Units (Administrative Segregation) | ☒ | | | | |
| 33. Special Management Units (Disciplinary Segregation) | ☒ | | | | |
| 34. Tool Control | ☒ | | | | |
| 35. Transportation (Land management) | ☒ | | | | |
| 36. Use of Force | ☒ | | | | |
| 37. Staff / Detainee Communication (Added August 2003) | ☒ | | | | |
| 38. Detainee Transfer (Added September 2004) | ☒ | | | | |

All findings (Deficient and At-Risk) 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 Inspection 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)  
Signature:  
Title & Duty Location: D & D Officer, Washington, DC  
Date: April 11, 2007

Team Members

<table>
<thead>
<tr>
<th>Print Name, Title, &amp; Duty Location</th>
<th>Print Name, Title, &amp; Duty Location</th>
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<tbody>
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<td>b6, b7c DO, Baltimore Field Office</td>
</tr>
<tr>
<td>b6, b7c LTMCR, DIHS, Miami Field Office</td>
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</tr>
</tbody>
</table>

Recommended Rating:
- [ ] Superior
- [ ] Good
- [X] Acceptable
- [ ] Deficient
- [ ] At-Risk

Comments:

Form G-324A (Rev. 8/13/04) No Prior Version May Be Used After 10/1/04
MANAGEMENT REVIEW

Review Authority

The signature below constitutes review of this report and acceptance by the Office of Detention and Removal. The Facility has 30 days from receipt of this report to respond to all findings and recommendations.

<table>
<thead>
<tr>
<th>HQDRO MANAGEMENT REVIEW: (Print Name)</th>
<th>Signature</th>
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<tbody>
<tr>
<td>John P. Torres</td>
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<table>
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<tr>
<th>Title</th>
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</thead>
<tbody>
<tr>
<td>Director</td>
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Final Rating:  
- Superior
- Good
- [ ] Acceptable
- [x] Deficient
- [ ] At-Risk

Comments: