



U.S. Department of Homeland Security
U.S. Immigration and Customs Enforcement
Office of Professional Responsibility
Inspections and Detention Oversight Division
Washington, DC 20536-5501

Office of Detention Oversight
Follow-Up Compliance Inspection

Enforcement and Removal Operations
ERO Phoenix Field Office

Florence Service Processing Center
Florence, Arizona

September 20-23, 2021

FOLLOW-UP COMPLIANCE INSPECTION
of the
FLORENCE SERVICE PROCESSING CENTER
Florence, Arizona

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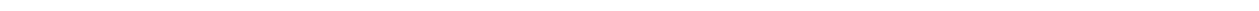
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FOLLOW-UP COMPLIANCE INSPECTION TEAM MEMBERS



Team Lead	ODO
Inspections and Compliance Specialist	ODO
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Contractor	Creative Corrections
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FACILITY OVERVIEW

The U.S. Immigration and Customs Enforcement (ICE) Office of Professional Responsibility (OPR) Office of Detention Oversight (ODO) conducted a follow-up compliance inspection of the Florence Service Processing Center (FSPC) in Florence, Arizona, from September 20 to 23, 2021.¹ This inspection focused on the standards found deficient during ODO’s last inspection of FSPC from March 8 to 12, 2021. The facility opened in 1983 and is owned and operated by the ICE Office of Enforcement and Removal Operations (ERO). ICE ERO began housing detainees at FSPC in 1983 under the oversight of ERO’s Field Office Director in Phoenix (ERO Phoenix). The facility operates under the Performance-Based National Detention Standards (PBNDS) 2011 (Revised 2016).

ERO has assigned deportation officers and a detention services manager (DSM) to the facility. An officer in charge handles daily facility operations and manages [REDACTED] support personnel. Akima Global Services, LLC provides food services, and ICE Health Services Corps (IHSC) provides medical care. The facility was accredited by the American Correctional Association in April 2018 and by the National Commission on Correctional Health Care in December 2018. In January 2020, FSPC was audited by the Department of Homeland Security (DHS) Prison Rape Elimination Act (PREA) and was DHS PREA Certified.

Capacity and Population Statistics	Quantity
ICE Detainee Bed Capacity ²	[REDACTED]
Average ICE Detainee Population ³	[REDACTED]
Male Detainee Population (as of September 20, 2021)	[REDACTED]
Female Detainee Population (as of September 20, 2021)	[REDACTED]

During its last inspection, in Fiscal Year 2021, ODO found one deficiency in the following area: Grievance System (1).

¹ This facility holds male detainees with low and medium-low classification levels for periods longer than 72 hours.

² Data Source: ERO Facility List Report as of September 20, 2021.

³ *Ibid.*

FOLLOW-UP COMPLIANCE INSPECTION PROCESS

ODO conducts oversight inspections of ICE detention facilities with an average daily population of 10 or more detainees, and where detainees are housed for longer than 72 hours, to assess compliance with ICE National Detention Standards. These inspections focus solely on facility compliance with detention standards that directly affect detainee life, health, safety, and/or well-being. In FY 2021, to meet congressional requirements, ODO began conducting follow-up inspections at all ICE ERO detention facilities, which ODO inspected earlier in the FY.

While follow-up inspections are intended to focus on previously identified deficiencies, ODO will conduct a complete review of several core standards, which include but are not limited to Medical Care, Hunger Strikes, Suicide Prevention, Food Service, Environmental Health and Safety, Emergency Plans, Use of Force and Restraints/Use of Physical Control Measures and Restraints, Admission and Release, Classification, and Funds and Personal Property. ODO may decide to conduct a second full inspection of a facility in the same FY based on additional information obtained prior to ODO's arrival on-site. Factors ODO will consider when deciding to conduct a second full inspection will include the total number of deficiencies cited during the first inspection, the number of deficient standards found during the first inspection, the completion status of the first inspection's UCAP, and other information ODO obtains from internal and external sources ahead of the follow-up compliance inspection. Conditions found during the inspection may also lead ODO to assess new areas and identify new deficiencies or areas of concern should facility practices run contrary to ICE standards. Any areas found non-compliant during both inspections are annotated as "Repeat Deficiencies" in this report.

ODO was unable to conduct an on-site inspection of this facility, as a result of the COVID-19 pandemic, and instead, conducted a remote inspection of the facility. During this remote inspection, ODO interviewed facility staff, ERO field office staff, and detainees, reviewed files and detention records, and was able to assess compliance for at least 90 percent or more of the ICE national detention standards reviewed during the inspection.

**FINDINGS BY PERFORMANCE-BASED NATIONAL
DETENTION STANDARDS 2011 (REVISED 2016)
MAJOR CATEGORIES**

PBND Standards 2011 (Revised 2016) Inspected⁴	Deficiencies
Part 1 - Safety	
Emergency Plans	0
Environmental Health and Safety	0
Sub-Total	0
Part 2 - Security	
Admission and Release	0
Special Management Units	0
Use of Force and Restraints	0
Custody Classification System	0
Funds and Personal Property	0
Sub-Total	0
Part 4 - Care	
Food Service	0
Hunger Strikes	0
Medical Care	0
Significant Self-Harm and Suicide Prevention and Intervention	0
Sub-Total	0
Part 6 - Justice	
Grievance System	0
Sub-Total	0
Total Deficiencies	0

⁴ For greater detail on ODO's findings, see the *Follow-up Inspection Findings* section of this report.

DETAINEE RELATIONS

ODO interviewed 12 detainees, who each voluntarily agreed to participate. None of the detainees made allegations of discrimination, mistreatment, nor abuse. Most detainees reported satisfaction with facility services except for the concern listed below. ODO conducted detainee interviews via video teleconference.

Admission and Release: Three detainees stated they did not receive the ICE National Detainee Handbook nor the facility-specific detainee handbook upon their intake to the facility.

- Action Taken: ODO reviewed the detention files of the three detainees and found signed acknowledgements from each detainee, indicating they received a copy of both the ICE National Detainee Handbook and facility-specific handbook upon their intake. On September 22, 2021, ODO confirmed with the DSM that each detainee received their respective new handbooks.

FOLLOW-UP COMPLIANCE INSPECTION FINDINGS

There were no findings to report for this follow-up compliance inspection.

CONCLUSION

During this inspection, ODO assessed the facility's compliance with 12 standards under PBNDS 2011 (Revised 2016) and found the facility in compliance with all 12 of those standards. ODO commends facility staff members for their responsiveness during this inspection. A uniform corrective action plan was not required for ODO's last inspection of FSPC, which occurred in March 2021.

Compliance Inspection Results Compared	First FY 2021 (PBNDS 2011) (Revised 2016)	Second FY 2021 (PBNDS 2011) (Revised 2016)
Standards Reviewed	20	12
Deficient Standards	1	0
Overall Number of Deficiencies	1	0
Repeat Deficiencies	0	0
Areas of Concern	0	0
Corrective Actions	1	0