

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

CCA Florence Correctional Center
Florence, Arizona

June 14-17, 2021

FOLLOW-UP COMPLIANCE INSPECTION
of the
CCA FLORENCE CORRECTIONAL CENTER
Florence, Arizona

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FOLLOW-UP COMPLIANCE INSPECTION TEAM MEMBERS



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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 CCA Florence Correctional Center (CFCC) in Florence, Arizona, from June 14 to 17, 2021.¹ This inspection focused on the standards found deficient during ODO’s last inspection of CFCC from January 11 to 14, 2021. The facility opened in 1999 and is owned and operated by CoreCivic. The ICE Office of Enforcement and Removal Operations (ERO) began housing detainees at CFCC in 1987 under the oversight of ERO’s Field Office Director (FOD) in Phoenix (ERO Phoenix). The facility operates under the Performance-Based National Detention Standards (PBNDS) 2008.

ERO does not have staff assigned to the facility. A CFCC warden handles daily facility operations and manages █ personnel. Trinity Food Service provides food services, CoreCivic provides medical care, and Keefe Group provides commissary services at the facility. The facility was accredited by the American Correctional Association in August 2019 and the National Commission on Correctional Health Care in April 2021. In March 2021, CFCC received Department of Justice Prison Rape Elimination Act certification.

Capacity and Population Statistics	Quantity
ICE Detainee Bed Capacity ²	806
Average ICE Detainee Population ³	█
Male Detainee Population (as of June 14, 2021)	█
Female Detainee Population (as of June 14, 2021)	█

During its last inspection, in Fiscal Year (FY) 2021, ODO found nine deficiencies in the following areas: Admission and Release (2); Facility Security and Control (2); Funds and Personal Property (1); Religious Practices (1); Special Management Units (1); and Use of Force and Restraints (2).

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

² Data Source: ERO Facility List Report as of June 7, 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 2008 MAJOR CATEGORIES

PBNDs 2008 Standards Inspected ⁴	Deficiencies
Part 1 – Safety	
Emergency Plans	0
Environmental Health and Safety	0
Sub-Total	0
Part 2 – Security	
Admission and Release	2
Classification System	0
Facility Security and Control	0
Funds and Personal Property	0
Special Management Units	0
Use of Force and Restraints	0
Sub-Total	2
Part 4 – Care	
Food Service	0
Hunger Strikes	0
Medical Care	0
Suicide Prevention and Intervention	0
Sub-Total	0
Part 5 – Activities	
Religious Practices	0
Sub-Total	0
Total Deficiencies	2

⁴ For greater detail on ODO's findings, see the *Follow-Up Compliance 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, or abuse. Most detainees reported satisfaction with facility services except for the concerns listed below. ODO attempted to conduct detainee interviews via video teleconference; however, ERO Phoenix and the facility were not able to accommodate this request due to technology issues. As such, ODO conducted the detainee interviews via telephone.

Admission and Release: Two detainees stated the facility did not provide a translation of the facility handbook in their native language of Portuguese.

- Action Taken: ODO reviewed detainee detention files, interviewed facility staff, and found the facility did not provide interpretation services to inform the detainees of facility's protocols. ODO noted this as a deficiency in the *Admission and Release* section of the report. During the inspection, facility staff informed ODO that one of the detainees had been transferred to another facility; however, facility staff used interpretation services to translate facility protocols into Portuguese for the other detainee.

Admission and Release: One detainee stated she did not receive a copy of the ICE National Detainee Handbook.

- Action Taken: ODO reviewed the detainee's detention file, interviewed ERO staff, and found the detainee did not receive an ICE National Detainee Handbook. ODO noted this as a deficiency in the *Admission and Release* section of the report. On June 16, 2021, a deportation officer provided the detainee a copy of the ICE National Detainee Handbook.

FOLLOW-UP COMPLIANCE INSPECTION FINDINGS

SECURITY

ADMISSION AND RELEASE (AR)

ODO reviewed [REDACTED] detainee detention files, interviewed [REDACTED] detainees, and found the facility did not issue an ICE National Detainee Handbook to [REDACTED] detainees (**Deficiency AR-68**⁵).

ODO reviewed [REDACTED] detainee detention files, interviewed [REDACTED] detainees, and found the facility did not provide language translation services of the facility handbook to [REDACTED] detainees (**Deficiency AR-72**⁶).

⁵ "In accordance with the Detention Standard on Detainee Handbook, every facility shall issue to each newly admitted detainee a copy of the ICE National Detainee Handbook and local supplement that fully describes all policies, procedures, and rules in effect at the facility." See ICE PBNDs 2008, Standard, Admission and Release, Section (V)(G)(1).

⁶ "If a detainee does not understand the language of the Handbook, the facility administrator shall provide a translator or access to interpreter services as soon as possible for the purpose of orientation." See ICE PBNDs 2008, Standard, Admission and Release, Section (V)(G)(3).

CONCLUSION

During this inspection, ODO assessed the facility's compliance with 13 standards under PBNDS 2008 and found the facility in compliance with 12 of those standards. ODO found two deficiencies in the remaining standard. ODO commends facility staff for its responsiveness during this inspection. ODO recommends ERO Phoenix work with the facility to resolve any deficiencies that remain outstanding in accordance with contractual obligations. ERO provided ODO with the uniform corrective action plan for ODO's last inspection of CFCC on June 16, 2021.

Compliance Inspection Results Compared	First FY 2021 (PBNDS 2008/PBNDS 2011 [Revised 2016])	Second FY 2021 (PBNDS 2008)
Standards Reviewed	19/1	13
Deficient Standards	6	1
Overall Number of Deficiencies	9	2
Repeat Deficiencies	1	0
Areas of Concern	1	0
Corrective Actions	2	0