



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

**Office of Detention Oversight
Compliance Inspection
2024-001-256**

**Enforcement and Removal Operations
ERO Phoenix Field Office**

**CCA Florence Correctional Center
Florence, Arizona**

December 5-7, 2023

COMPLIANCE INSPECTION
of the
CCA FLORENCE CORRECTIONAL CENTER
Florence, Arizona

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COMPLIANCE INSPECTION TEAM MEMBERS

[REDACTED]	Acting Team Lead	ODO
[REDACTED]	Senior Inspections and Compliance Specialist	ODO
[REDACTED]	Senior Inspections and Compliance Specialist	ODO
[REDACTED]	Senior Inspections and Compliance Specialist	ODO
[REDACTED]	Inspections and Compliance Specialist	ODO
[REDACTED]	Contractor	Creative Corrections
[REDACTED]	Contractor	Creative Corrections
[REDACTED]	Contractor	Creative Corrections
[REDACTED]	Contractor	Creative Corrections

FACILITY OVERVIEW

The U.S. Immigration and Customs Enforcement (ICE) Office of Professional Responsibility (OPR) Office of Detention Oversight (ODO) conducted a compliance inspection of the CCA Florence Correctional Center (CCA FCC) in Florence, Arizona, from December 5 to 7, 2023.¹ 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 CCA FCC in 1987 under the oversight of ERO’s Field Office Director (FOD) in Phoenix (ERO Phoenix). ICE is an authorized user of this facility under a United States Marshals Service intergovernmental agreement contract, which does not specify an ICE National Detention Standard (NDS), and ODO inspected to the NDS listed on the ERO Custody Management Division Authorized Facility List as of December 4, 2023. CCA FCC was inspected against the NDS 2019, and ODO’s assigned rating is for ERO’s informational purposes only.

[REDACTED] A warden handles daily facility operations and manages [REDACTED] support personnel. Trinity Services provides food services, CoreCivic provides medical care, and Keefe Commissary provides commissary services at the facility. In May 2021, CCA FCC was audited for the Department of Justice (DOJ) PREA and was DOJ PREA certified.

Capacity and Population Statistics	Quantity
ICE Bed Capacity ²	[REDACTED]
Average ICE Population ³	[REDACTED]
Adult Male Population (as of December 5, 2023)	[REDACTED]
Adult Female Population (as of December 5, 2023)	[REDACTED]

During its last full inspection, in Fiscal Year (FY) 2023, ODO found 10 deficiencies in the following areas: Environmental Health and Safety (1); Food Service (1); Special Management Units (7); and Visitation (1).

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

² Data Source: ERO Custody Management Division Authorized Facility List as of December 4, 2023.

³ *Ibid.*

COMPLIANCE INSPECTION PROCESS

ODO conducts oversight inspections of ICE detention facilities with an average daily population of 10 or more, and where detainees are housed for over 72 hours, to assess compliance with ICE national detention standards. While these inspections focus on facility compliance with detention standards that directly affect detainee life, health, safety, and/or well-being, in FY 2024 ODO added additional standards to the scope of each full inspection to ensure ODO inspects every standard at each facility at least once every other year.⁴

ODO identifies violations of ICE detention standards, ICE policies, or operational procedures, as “deficiencies.” ODO highlights instances when the facility resolves deficiencies prior to completion of the ODO inspection. Where applicable, these corrective actions are annotated with “C” under the *Compliance Inspection Findings* section of this report.

Upon completion of each inspection, ODO conducts a closeout briefing with facility and local ERO officials to discuss preliminary findings. A summary of these findings is shared with ERO management officials. Thereafter, ODO provides ICE leadership with a final compliance inspection report to: (i) assist ERO in developing and initiating corrective action plans; and (ii) provide senior executives with an independent assessment of facility operations. ODO’s findings inform ICE executive management in their decision-making to better allocate resources across the agency’s entire detention inventory.

⁴ ODO reviews the facility’s compliance with selected standards in their entirety.

FINDINGS BY NATIONAL DETENTION STANDARDS 2019 MAJOR CATEGORIES

NDS 2019 Standards Inspected ^{5,6}	Deficiencies
Part 1 – Safety	
Environmental Health and Safety	0
Sub-Total	0
Part 2 – Security	
Admission and Release	0
Custody Classification System	0
Facility Security and Control	0
Funds and Personal Property	0
Post Orders	0
Searches of Detainees	0
Use of Force and Restraints	0
Special Management Units	1
Staff-Detainee Communication	0
Sexual Abuse and Assault Prevention and Intervention	0
Sub-Total	1
Part 4 – Care	
Food Service	0
Hunger Strikes	0
Medical Care	0
Personal Hygiene	0
Significant Self-Harm and Suicide Prevention and Intervention	0
Sub-Total	0
Part 5 – Activities	
Correspondence and Other Mail	0
Religious Practices	1
Telephone Access	3
Voluntary Work Program	0
Sub-Total	4
Part 6 – Justice	
Grievance System	0
Law Libraries and Legal Materials	0
Sub-Total	0
Part 7 - Administration and Management	

⁵ For greater detail on ODO’s findings, see the *Compliance Inspection Findings* section of this report.

⁶ Beginning in FY 2024, ODO instituted a process of rotating all standards every other year. As a result, some standards may not be present in all inspections.

Detention Files	0
Detainee Transfers	0
Sub-Total	0
Total Deficiencies	5

DETAINEE RELATIONS

ODO interviewed 48 detainees, who each voluntarily agreed to participate. None of the detainees made allegations of discrimination, mistreatment, or abuse. Most detainees reported satisfaction with the facility services except for the concerns listed below.

Staff-Detainee Communication: One detainee stated he received notice of a court date for November 22, 2023, but the facility did not provide him with the required paperwork until November 25, 2023.

- Action Taken: On December 6, 2023, ODO informed ERO Phoenix of the complaint, and a DO responded by confirming the detainee’s scheduled court date for November 30, 2023, and stated he personally delivers any confirmed court documentation from the Executive Office of the Immigration Review to the facility on the day he receives it. ODO reviewed the detainee’s detention file and found no court documentation nor any related grievances regarding this matter. An ERO Phoenix DO spoke to the detainee about his specific issue in which the detainee acknowledged that he understood.

Staff-Detainee Communication: One detainee stated he had thoughts of harming others, to include punching staff members, due to an unresolved issue with a facility officer in the M housing unit.

- Action Taken: ODO stopped the interview and immediately advised the facility unit manager who in turn alerted the facility chief of security and the shift supervisor. Facility staff promptly escorted the detainee to the unit manager’s office and interviewed him about his thoughts of harming facility staff. During the interview, the detainee argued so forcefully and without allowing for any response that staff directed him to stand and submit to hand restraints. Facility staff next escorted the detainee to medical for an evaluation and then to restrictive housing. On December 8, 2023, mental health services evaluated and determined the detainee presented no immediate threat to staff nor himself, and facility staff returned him to his general housing unit. Regarding the detainee’s original complaint about being mis-treated by a facility officer, the detainee felt an officer was rude to him and referenced a specific instance where he and the officer had a conversation. The facility investigated and noted after observing video for the detainee’s unit, the detainee and the officer had a conversation. However, because the facility does not record audio in the units, they could not confirm the nature of the conversation. The facility was not able to substantiate the detainee’s claims; however, they honored his request to be relocated to a different housing unit, away from the facility officer he initially indicated he had concerns about.

COMPLIANCE INSPECTION FINDINGS

SECURITY

SPECIAL MANAGEMENT UNITS (SMU)

ODO reviewed █ detainee SMU files and found in █ out of █ files, the officer conducting the activity did not print their name, and in █ out of █ files, no records signed by the officer (**Deficiency SMU-66**⁷).

SEXUAL ABUSE AND ASSAULT PREVENTION AND INTERVENTION (SAAPI)

ODO reviewed facility SAAPI policy and noted the following observations as **Areas of Concern**:⁸

- No requirement to cooperate with all ICE/ERO audits and to monitor facility compliance with the sexual abuse and assault policies and standards;
- No procedures for immediate reporting of sexual abuse allegations notifying ERO Phoenix and forwarded directly to the FOD;
- No procedure for coordinating with ERO Phoenix to ensure an administrative and/or criminal investigation is completed for all allegations of sexual abuse and assault; and
- No procedures for the coordination of internal administrative investigations with the ICE OPR.

ACTIVITIES

RELIGIOUS PRACTICES (RP)

ODO reviewed the religious practices policy and found a change of religious preferences must be at least 12 months from the date of the last religious preference designation (**Deficiency RP-10**⁹)

TELEPHONE ACCESS (TA)

ODO reviewed the facility telephone access policy, toured nine detainee housing units, and found no telephone access rules posted in any of the housing units (**Deficiency TA-4**¹⁰).

⁷ “The officer that conducts the activity shall print his or her name and sign the record.” See ICE NDS 2019, Standard, Special Management Units (II)(D)(2)(a)(3).

⁸ ERO Custody Management requested ODO inspect all USMS IGA facilities under NDS 2019, effective October 1, 2023. As such, the facility was not under NDS 2019 for at least 90 days and per the SAAPI standard, facilities have 90 days to be in compliance with all SAAPI requirements.

⁹ “By notifying the chaplain or other RSC, in writing, a detainee may request to change this designation at any time, and the change will be affected in a timely fashion.” See ICE NDS 2019, Standard, Religious Practices, Section (II)(C).

¹⁰ “The facility shall provide telephone access rules in the facility handbook and shall post these rules where detainees may easily see them.” See ICE NDS 2019, Standard, Telephone Access, Section (II)(B).

ODO toured nine detainee housing units and found in five out of nine housing units; the facility did not post updated consulate lists (**Deficiency TA-12**¹¹).

ODO toured nine detainee housing units and found all monitored telephones did not have notice stating the detainees’ calls are subject to monitoring nor any procedure on how to obtain an unmonitored call to a court, legal representative, or for the purposes of obtaining legal representation (**Deficiency TA-41**¹²).

CONCLUSION

During this inspection, ODO assessed the facility’s compliance with 24 standards under NDS 2019 and found the facility in compliance with 21 of those standards. ODO found five deficiencies in the remaining three standards. ODO found administrative deficiencies in SAPPI which were noted as **Areas of Concern**. Since CCA FCC’s last full inspection in November 2022, the facility has trended upward. CCA FCC went from 4 deficient standards and 10 deficiencies in November 2022 to 3 deficient standards and 5 deficiencies during this most recent inspection, which was also CCA FCC’s first inspection under NDS 2019. ERO Phoenix provided ODO with the UCAP for ODO’s last full inspection of CCA FCC in November 2022, but ODO cannot assess the effectiveness of that UCAP since the facility is now under NDS 2019. ODO recommends ERO continue to work with the facility to resolve the remaining deficiencies in accordance with the contractual obligations.

Compliance Inspection Results Compared	FY 2023 Full Inspection (PBNDS 2008)	FY 2024 Full Inspection (NDS 2019)
Standards Reviewed	23	24
Deficient Standards	4	3
Overall Number of Deficiencies	10	5
Priority Component Deficiencies	0	0
Repeat Deficiencies	7	0
Areas Of Concern	0	4
Corrective Actions	0	0
Facility Rating	Acceptable/Adequate	Superior

¹¹ “ICE/ERO headquarters shall maintain and provide Field Offices a list of telephone numbers for current free legal service providers, consulates and embassies, and the Department of Homeland Security’s (DHS) Office of the Inspector General (OIG), and the ICE/ERO DRIL.” *See* ICE NDS 2019, Standard, Telephone Access, Section (II)(E).

¹² “If telephone calls are monitored, the facility shall notify detainees of this in a language or manner that they understand and, in the facility, handbook provided upon admission. The facility shall also place a notice at each monitored telephone stating:

1. That detainee calls are subject to monitoring; and
2. The procedure for obtaining an unmonitored call to a court, legal representative, or for the purposes of obtaining legal representation.”

See ICE NDS 2019, Standard, Telephone Access, Section (II)(K).