

Office of Professional Responsibility

Cibola County Correctional Center Compliance Inspection 2025-001-091

February 25-27, 2025



U.S. Immigration
and Customs
Enforcement

COMPLIANCE INSPECTION
of the
CIBOLA COUNTY CORRECTIONAL CENTER
Milan, New Mexico

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COMPLIANCE INSPECTION TEAM MEMBERS

[REDACTED]	Team Lead	ODO
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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 compliance inspection of the Cibola County Correctional Center (CCCC) in Milan, New Mexico, from February 25 to 27, 2025.¹ The facility opened in 1994 and is owned and operated by CoreCivic. The ICE Office of Enforcement and Removal Operations (ERO) began housing detainees at CCCC in 2016 under the oversight of ERO’s Field Office Director in El Paso (ERO El Paso). The facility operates under the Performance-Based National Detention Standards (PBNDS) 2011 (Revised 2016).

[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. The facility was accredited by the American Correctional Association in October 2018. In December 2018, CCCC was audited for the Department of Homeland Security (DHS) Prison Rape Elimination Act (PREA) and was DHS PREA certified.

Capacity and Population Statistics	Quantity
ICE Bed Capacity ²	[REDACTED]
Average ICE Population ³	[REDACTED]
Adult Male Population (as of February 25, 2025)	[REDACTED]
Adult Female Population (as of February 25, 2025)	[REDACTED]

During its last rated inspection, in Fiscal Year (FY) 2024, ODO found 6 deficiencies in the following areas: Custody Classification System (1); Facility Security and Control (1); Medical Care (1); Sexual Abuse and Assault Prevention and Intervention (1); Significant Self-harm and Suicide Prevention and Intervention (1); and Telephone Access (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 February 24, 2025.

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

PBNDs 2011 (Revised 2016) Standards Inspected ^{5,6}	Deficiencies
Part 1 - Safety	
Emergency Plans	0
Environmental Health and Safety	0
Transportation (By Land)	0
Sub-Total	0
Part 2 - Security	
Admission and Release	0
Custody Classification System	0
Contraband	0
Funds and Personal Property	1
Hold Rooms in Detention Facilities	0
Key and Lock Control	0
Sexual Abuse and Assault Prevention and Intervention	0
Special Management Units	0
Staff-Detainee Communication	1
Tool Control	0
Use of Force and Restraints	1
Sub-Total	3
Part 3 - Order	
Disciplinary System	0
Sub-Total	0
Part 4 - Care	
Food Service	0
Medical Care	0
Significant Self-harm and Suicide Prevention and Intervention	0
Terminal Illness, Advance Directives and Death	0
Disability Identification, Assessment, and Accommodation	0
Sub-Total	0
Part 5 - Activities	
Recreation	0
Visitation	0
Sub-Total	0
Part 6 - Justice	

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.

Detainee Handbook	0
Grievance System	0
Legal Rights Group Presentations	1
Sub-Total	1
Part 7 - Administration and Management	
Interview and Tours	0
Staff Training	0
Sub-Total	0
Total Deficiencies	4

DETAINEE RELATIONS

ODO interviewed 40 detainees who voluntarily agreed to participate. None of the detainees made allegations of discrimination, mistreatment, or abuse. All detainees reported satisfaction with facility services.

COMPLIANCE INSPECTION FINDINGS

SECURITY

FUNDS AND PERSONAL PROPERTY (FPP)

ODO interviewed the facility’s intake lieutenant and property officer and found the facility administrator’s designee completed the last quarterly inventory of detainee baggage and non-valuable property on July 26, 2024 (**Deficiency FPP-123**).⁷

STAFF-DETAINEE COMMUNICATION (SDC)

ODO reviewed 102 electronic detainee requests sent to ERO El Paso and found in 13 out of 102 requests, no response within 3 business days. Specifically, ODO found 2 responses within 7 days; 7 responses within 6 days; 2 responses within 5 days; and 2 responses within 4 days (**Deficiency SDC-16**).⁸

USE OF FORCE AND RESTRAINTS (UOFR)

ODO reviewed one after-action report and found a 4-member after-action review team convened 4 days after an immediate use of force incident on January 4, 2025 (**Deficiency UOFR-155**).⁹

⁷ “An inventory of detainee baggage and other non-valuable property shall be conducted by the facility administrator’s designee at least once each quarter.” See ICE PBNDS 2011, Standard, Funds and Personal Property, Section (V)(J).

⁸ “The ICE/ERO staff member receiving the request shall normally respond in person or in writing as soon as possible and practicable, but no later than within three (3) business days of receipt.” See ICE PBNDS 2011, Standard, Staff-Detainee Communication, Section (V)(B)(1)(a).

⁹ “This four-member after-action review team shall convene on the workday after the incident.” See ICE PBNDS 2011, Standard, Use of Force and Restraints, Section (V)(P)(3).

JUSTICE

LEGAL RIGHTS GROUP PRESENTATIONS (LRGP)

ODO reviewed documents submitted by New Mexico Immigrant Law Center (NMILC) and found, though the facility maintained a record of identification cards for NMILC attorneys, neither ERO El Paso nor the facility could provide a record of social security numbers for the attorneys requesting permission to enter the facility (**Deficiency LRGP-11**).¹⁰

CONCLUSION

During this inspection, ODO assessed the facility's compliance with 27 standards under PBNDS 2011 (Revised 2016) and found the facility in compliance with 23 of those standards. ODO found four deficiencies in the remaining four standards. Since CCCC's last full inspection in February 2024, the facility has trended upward. CCCC went from 6 deficient standards and 6 deficiencies in February 2024 to 4 deficient standards and 4 deficiencies during this most recent inspection. ODO received CCCF's completed uniform corrective actions plan for its last inspection in February 2024, which likely resolved the previous deficiencies ODO cited. ODO recommends ERO El Paso continue to work with the facility to resolve any deficiencies that remain outstanding in accordance with contractual obligations.

Compliance Inspection Results Compared	FY 2024 Full Inspection (PBNDS 2011) (Revised 2016)	FY 2025 Full Inspection (PBNDS 2011) (Revised 2016)
Standards Reviewed	28	27
Deficient Standards	6	4
Overall Number of Deficiencies	6	4
Priority Component Deficiencies	1	0
Repeat Deficiencies	1	0
Areas Of Concern	0	0
Corrective Actions	1	0
Facility Rating	Good	Superior

¹⁰ "The written request must contain the following information: ...

6. The name, date of birth, social security number (or passport number if social security number is not available), profession and specific function of each person requesting permission to enter the facility (including interpreters).

See ICE PBNDS 2011, Standard, Legal Rights Group Presentations, Section (V)(A)(6).



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