



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

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**Office of Detention Oversight  
Follow-Up Compliance Inspection  
2023-002-195**

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

**Eden Detention Center  
Eden, Texas**

**August 29-31, 2023**

**FOLLOW-UP COMPLIANCE INSPECTION**  
**of the**  
**EDEN DETENTION CENTER**  
Eden, Texas

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## **FOLLOW-UP COMPLIANCE INSPECTION TEAM MEMBERS**



Team Lead	ODO
Assistant Team Lead	ODO
Inspections and Compliance Specialist	ODO
Section Chief	ODO
Contractor	Creative Corrections
Contractor	Creative Corrections
Contractor	Creative Corrections
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 follow-up compliance inspection of the Eden Detention Center (EDC) in Eden, Texas, from August 29 to 31, 2023.<sup>1</sup> This inspection focused on the standards found deficient during ODO’s last inspection of EDC from April 4 to 6, 2023. The facility opened in 2019 and is owned and operated by CoreCivic. The ICE Office of Enforcement and Removal Operations (ERO) began housing detainees at EDC in 2019 under the oversight of ERO’s Field Office Director in Dallas (ERO Dallas). 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 Facility List as of August 28, 2023. EDC was inspected against the NDS 2000.

[REDACTED] A facility warden handles daily operations and manages [REDACTED] support personnel. Trinity Services provides food services, EDC provides medical care, and Keefe Commissary provides commissary services at the facility. The facility does not hold any accreditations from any outside entities.

Capacity and Population Statistics	Quantity
ICE Bed Capacity <sup>2</sup>	[REDACTED]
Average ICE Population <sup>3</sup>	[REDACTED]
Adult Male Population (as of August 29, 2023)	[REDACTED]
Adult Female Population (as of August 29, 2023)	[REDACTED]

During its last full inspection, in Fiscal Year (FY) 2023, ODO found seven deficiencies in the following areas: Admission and Release (1); Environmental Health and Safety (2); Medical Care (2); and Visitation (2).

<sup>1</sup> This facility holds male detainees with low and medium-low security classification levels for periods greater than 72 hours.

<sup>2</sup> Data Source: ERO Facility List as of August 28, 2023.

<sup>3</sup> *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.<sup>4</sup>

While follow-up inspections are intended to focus on previously identified deficiencies, ODO will conduct a complete review of several core standards, which may 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 uniform corrective action plan (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.

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<sup>4</sup> ODO reviews the facility's compliance with selected standards in their entirety.

## FINDINGS BY NATIONAL DETENTION STANDARDS 2000 MAJOR CATEGORIES

NDS 2000 Standards Inspected <sup>5,6</sup>	Deficiencies
<b>Part 1 - Detainee Services</b>	
Admission and Release	0
Correspondence and Other Mail	0
Detainee Classification System	0
Detainee Grievance Procedures	0
Food Service	0
Funds and Personal Property	0
Recreation	0
Staff-Detainee Communication	2
Telephone Access	0
Visitation	2
<b>Sub-Total</b>	<b>4</b>
<b>Part 2 - Security and Control</b>	
Emergency Plans	0
Environmental Health and Safety	1
Special Management Unit (Administrative Segregation)	0
Special Management Unit (Disciplinary Segregation)	0
Use of Force	0
<b>Sub-Total</b>	<b>1</b>
<b>Part 3 - Health Services</b>	
Medical Care	0
Suicide Prevention and Intervention	0
Terminal Illness, Advance Directives and Death	0
<b>Sub-Total</b>	<b>0</b>
<b>Total Deficiencies</b>	<b>5</b>

<sup>5</sup> For greater detail on ODO's findings, see the *Follow-up Inspection Findings* section of this report.

<sup>6</sup> Beginning in FY 2022, ODO instituted a process of rotating all standards on a 3-year basis. As a result, some standard components may not be present in all standards.

## DETAINEE RELATIONS

ODO interviewed 26 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 concern listed below.

*Correspondence and Other Mail:* One detainee stated he received legal mail that was not opened in his presence.

- Action Taken: On August 25, 2023, ODO interviewed the mail supervisor, reviewed the legal mail log, and found the detainee received a legal document within a nonlegal envelope sent by his family. On August 26, 2023, ODO informed the detainee that any correspondence the facility receives will be opened and searched for contraband unless received in a properly labeled legal envelope. The detainee acknowledged and understood.

## FOLLOW-UP COMPLIANCE INSPECTION FINDINGS

### STAFF-DETAINEE COMMUNICATION (SDC)

ODO toured the facility and found written schedules developed and posted in the detainee housing units, but not in the special management unit (**Deficiency SDC-14**<sup>7</sup>).

ODO toured the facility, reviewed the detainee handbook, and found outdated Department of Homeland Security Office of Inspector General hotline information included in the handbook. Specifically, both contact phone numbers and the address listed were incorrect (**Deficiency SDC-41**<sup>8</sup>).

### VISITATION (V)

ODO called the facility phone number to check for visitation information and found the telephone voice recording did not provide information regarding visitation schedules nor visitation procedures (**Deficiency V-5**<sup>9</sup>). **This is a repeat deficiency.**

Additionally, the recording did not include visitation hours for all categories (**Deficiency V-6**<sup>10</sup>). **This is a repeat deficiency.**

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<sup>7</sup> “Written schedules shall be developed and posted in the detainee living areas and other areas with detainee access.” See ICE NDS 2000, Standard, Staff-Detainee Communication, Section (III)(A)(2)(b).

<sup>8</sup> “The OIG Hotline information is to be included in the detainee handbooks in each of the aforementioned locations.” See ICE NDS 2000, Standard, Staff-Detainee Communication, Section (Change Notice – Staff-Detainee Communication Standard – June 15, 2007).

<sup>9</sup> “Each facility shall make the schedule and procedures available to the public, both in written form and telephonically.” See ICE NDS 2000, Standard, Visitation, Section (III)(B).

<sup>10</sup> “A live voice or recording shall provide telephone-callers with the hours for all categories of visitation.” See ICE NDS 2000, Standard, Visitation, Section (III)(B).

## **SECURITY AND CONTROL**

### **ENVIRONMENTAL HEALTH AND SAFETY (EHS)**

ODO interviewed the fire and safety manager and found the emergency generator did not receive quarterly testing and servicing from an external generator-service company. Specifically, ODO found no documentation to verify testing and servicing of the emergency generator by an external generator-service company (**Deficiency EHS-80<sup>11</sup>**). **This is a repeat deficiency.**

## **CONCLUSION**

During this follow up compliance inspection, ODO assessed the facility's compliance with 18 standards under NDS 2000 and found the facility in compliance with 15 of those standards. ODO found five deficiencies in the remaining three standards. Since EDC's last full inspection in April 2023, the facility's overall compliance has trended upward. EDC went from four deficient standards and seven deficiencies in April 2023, to three deficient standards and five deficiencies during this most recent inspection. ERO Dallas oversight of the facility helped ensure the facility's overall compliance with NDS 2000 standards. ERO provided ODO with the UCAP for ODO's last inspection of EDC in April 2023; however, corrective actions reported in Visitation and in Environmental Health and Safety appear to be insufficient to prevent recurrence of those deficiencies. ODO recommends ERO Dallas continue to work with the facility to resolve the remaining deficiencies in accordance with contractual obligations.

<b>Compliance Inspection Results Compared</b>	<b>FY 2023 Full Inspection (NDS 2000)</b>	<b>FY 2023 Follow-up Inspection (NDS 2000)</b>
Standards Reviewed	23	18
Deficient Standards	4	3
Overall Number of Deficiencies	7	5
Priority Component Deficiencies	1	0
Repeat Deficiencies	0	3
Areas Of Concern	0	0
Corrective Actions	0	0
Facility Rating	Superior	N/A

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<sup>11</sup> "The emergency generator will also receive quarterly testing and servicing from an external generator-service company." See ICE NDS 2000, Standard, Environmental Health and Safety, Section (III)(O).