



**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  
Compliance Inspection  
2024-001-271**

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

**Florence Service Processing Center  
Florence, Arizona**

**February 13-15, 2024**

**COMPLIANCE INSPECTION**  
**of the**  
**FLORENCE SERVICE PROCESSING CENTER**  
Florence, Arizona

**TABLE OF CONTENTS**

<b>FACILITY OVERVIEW .....</b>	<b>4</b>
<b>COMPLIANCE INSPECTION PROCESS .....</b>	<b>5</b>
<b>FINDINGS BY PERFORMANCE-BASED NATIONAL DETENTION STANDARDS 2011 (REVISED 2016) MAJOR CATEGORIES.....</b>	<b>6</b>
<b>DETAINEE RELATIONS.....</b>	<b>7</b>
<b>COMPLIANCE INSPECTION FINDINGS .....</b>	<b>8</b>
<b>ACTIVITIES.....</b>	<b>8</b>
<b>CORRESPONDENCE AND OTHER MAIL .....</b>	<b>8</b>
<b>MARRIAGE REQUESTS .....</b>	<b>9</b>
<b>CONCLUSION .....</b>	<b>9</b>

## COMPLIANCE INSPECTION TEAM MEMBERS



Team Lead	ODO
Senior Inspections and Compliance Specialist	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 Florence Service Processing Center (FSPC) in Florence, Arizona, from February 13 to 15, 2024.<sup>1</sup> The facility opened in 1983 and is owned operated by ICE. The ICE Office of Enforcement and Removal Operations (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).

[REDACTED] An ICE facility administrator handles daily operations and manages support personnel. Akima Global Services, LLC provides food services, ICE Health Service Corps provides medical care services, and True Taste Enterprises, LLC provides commissary services. The facility was accredited by the National Commission on Correctional Health Care in October 2021 and by the American Correctional Association in January 2022. In September 2022, FSPC 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 <sup>2</sup>	[REDACTED]
Average ICE Population <sup>3</sup>	[REDACTED]
Adult Male Population (as of February 13, 2024)	[REDACTED]
Adult Female Population (as of February 13, 2024)	[REDACTED]

During its last full inspection, in Fiscal Year (FY) 2023, ODO found 7 deficiencies in the following areas: Hold Rooms in Detention Facilities (1); Medical Care (2); Significant Self-harm and Suicide Prevention and Intervention (1); and Visitation (3).

<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 Custody Management Division Authorized Facility List as of February 12, 2024.

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

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.

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<sup>4</sup> 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 <sup>5,6</sup>	Deficiencies
<b>Part 1 - Safety</b>	
Emergency Plans	0
Environmental Health and Safety	0
<b>Sub-Total</b>	<b>0</b>
<b>Part 2 - Security</b>	
Admission and Release	0
Custody Classification System	0
Facility Security and Control	0
Funds and Personal Property	0
Population Counts	0
Post Orders	0
Sexual Abuse and Assault Prevention and Intervention	0
Special Management Units	0
Staff-Detainee Communication	0
Use of Force and Restraints	0
<b>Sub-Total</b>	<b>0</b>
<b>Part 4 - Care</b>	
Food Service	0
Hunger Strikes	0
Medical Care	0
Significant Self-harm and Suicide Prevention and Intervention	0
<b>Sub-Total</b>	<b>0</b>
<b>Part 5 - Activities</b>	
Correspondence and Other Mail	2
Trips for Non-Medical Emergencies	0
Marriage Request	1
Religious Practices	0
Telephone Access	0
<b>Sub-Total</b>	<b>3</b>
<b>Part 6 - Justice</b>	
Grievance System	0
Law Libraries and Legal Material	0
<b>Sub-Total</b>	<b>0</b>

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

<sup>6</sup> 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.

<b>Part 7 - Administration and Management</b>	
Detention Files	0
Detainee Transfers	0
<b>Sub-Total</b>	<b>0</b>
<b>Total Deficiencies</b>	<b>3</b>

## **DETAINEE RELATIONS**

ODO interviewed 40 detainees, who each voluntarily agreed to participate. One detainee made an allegation of abuse by two other detainees, and ODO immediately referred him to both ERO Phoenix and the FSPC medical staff for a follow-up examination. Most detainees reported satisfaction with facility services except for the concerns listed below.

*Admission and Release:* Six out of 34 detainees stated they did not receive the ICE National Detainee Handbook nor the FSPC detainee handbook in their respective native languages upon admission.

- Action Taken: ODO reviewed the detainees' Intake Orientation Acknowledgement Forms, interviewed the FSPC classification and records supervisor, and found the FSPC Intake Orientation Acknowledgement Forms documented the dates all six detainees received both handbooks during the intake process. Additionally, on February 13, 2023, FSPC staff provided all 6 detainees with new ICE National Detainee Handbooks and the FSPC detainee handbook in their native languages.

*Sexual Abuse and Assault Prevention and Intervention:* One detainee stated two other detainees sexually harassed him by constant touching and slapping of his buttocks but he did not report it to the FSPC housing officer because he doesn't speak English and he is illiterate.

- Action Taken: ODO reported the detainee's sexual harassment allegation to ERO Phoenix and facility personnel. On February 13, 2024, ERO Phoenix and FSPC initiated PREA protocols, offered immediate medical attention and SAAPI victim information to the detainee, removed the alleged perpetrators from the housing unit, and submitted a subsequent report to JICMS (#2024SIR0006181). The incident currently remains under investigation by the FSPC PREA investigator. At the request of ODO, the facility educated the detainee on how to verbally report any incidents going forward.

*Medical Care:* One detainee stated his frustration with the facility not issuing him eyeglasses due to living at the facility for only 6 weeks.

- Action Taken: ODO reviewed the detainee's medical record with the health services administrator and found the detainee arrived at the facility on December 2, 2023. On the same day, a registered nurse examined the detainee and asked him about any changes in his vision, and the detainee reported no changes. Medical staff examined the detainee on December 6 and 27, 2023, and noted no issues regarding his eyesight.

As a result of the detainee’s concern raised on February 14, 2024, a physician assistant (PA) evaluated the detainee for decreased visual acuity. The detainee told the PA he could not see well, and distant letters appeared blurry to him. The PA noted the detainee’s vision remained unchanged from his initial examination and recorded his eyesight at 20/70 for his left eye and 20/70 for the right eye. The detainee confirmed he had no issues with his near vision and previously wore eyeglasses. The detainee denied pain in his eyes but did report experiencing some burning when he closes his eyes at times. The PA diagnosed the detainee with myopia and bilateral and dry eye syndrome of the lacrimal glands, prescribed artificial tears, and referred the detainee to an optometrist. Medical staff scheduled the detainee’s optometry appointment for June 7, 2024. The detainee acknowledged understanding all instructions, and the PA advised him to return to sick call if symptoms worsened. The detainee returned to his housing unit.

*Personal Hygiene:* Four out of 36 detainees stated female officers do not announce themselves upon entering a housing unit.

- Action Taken: ODO found and reviewed postings outside of detainee housing units, reminding staff of the requirement to announce themselves upon entering the unit. ODO concurrently observed female staff announcing their presence when entering male housing units throughout the course of the inspection. On February 14, 2024, ODO advised ERO Phoenix of the detainees’ concern, and on the same day, ERO Phoenix sent facility staff a memo to remind them of the requirement to announce themselves prior to entering an opposite gender housing unit.

## COMPLIANCE INSPECTION FINDINGS

### ACTIVITIES

#### CORRESPONDENCE AND OTHER MAIL (COM)

ODO reviewed the FSPC detainee handbook and found it does not reference that outgoing special correspondence or legal mail shall not be opened, inspected, or read (**Deficiency COM-19**<sup>7</sup>).

ODO reviewed the FSPC detainee handbook and found it does not notify detainees that identity documents, such as passports, birth certificates, etc., in a detainee’s possession are contraband and may be used by ERO Phoenix as evidence against the detainee or for other purposes authorized by law (**Deficiency COM-22**<sup>8</sup>).

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<sup>7</sup> “At a minimum, the notification shall specify: ...

5. That incoming special correspondence or legal mail may only be opened in the detainee’s presence, and may be inspected for contraband, but not read, and that outgoing special correspondence or legal mail shall not be opened, inspected or read.”

See ICE PBNDS 2011 (Revised 2016), Standard, Correspondence and Other Mail, Section (V)(C)(5).

<sup>8</sup> “At a minimum, the notification shall specify: ...

8. That identity documents, such as passports, birth certificates, etc., in a detainee’s possession are



## MARRIAGE REQUESTS (MR)

ODO reviewed three marriage requests and found none of the requests specifically confirmed the detainees' legal eligibility for marriage in the state of their confinement (**Deficiency MR-4**<sup>9</sup>).

## CONCLUSION

ODO inspected 25 out of the 29 standards due to staffing. During this inspection, ODO assessed the facility's compliance with 25 standards under PBNDS 2011 (Revised 2016) and found the facility in compliance with 23 of those standards. ODO found three deficiencies in the remaining two standards. Since FSPC's last full inspection in February 2023, the facility has trended upward. FSPC went from 4 deficient standards and 7 deficiencies in February 2023 to 2 deficient standards and 3 deficiencies during this most recent full inspection, which does not include any priority components nor repeat deficiencies. FSPC completed a uniform corrective action plan for ODO's previous full inspection in April 2023 which resolved the previous deficiencies ODO cited. ODO recommends ERO Phoenix continue to work with the facility to resolve the deficiencies that remain outstanding in accordance with contractual obligations.

<b>Compliance Inspection Results Compared</b>	<b>FY 2023 Full Inspection (PBNDS 2011) (Revised 2016)</b>	<b>FY 2024 Full Inspection (PBNDS 2011) (Revised 2016)</b>
Standards Reviewed	24	25
Deficient Standards	4	2
Overall Number of Deficiencies	7	3
Priority Component Deficiencies	1	0
Repeat Deficiencies	0	0
Areas Of Concern	0	0
Corrective Actions	0	0
Facility Rating	Superior	Superior

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contraband and may be used by ICE/ERO as evidence against the detainee or for other purposes authorized by law.”

See ICE PBNDS 2011 (Revised 2016), Standard, Correspondence and Other Mail, Section (V)(C)(8).

<sup>9</sup> “The request must: ...

1. Specifically express that the detainee is legally eligible to be married in the state where the detainee is being held.”

See ICE PBNDS 2011 (Revised 2016), Standard, Marriage Requests, Section (V)(C)(1).