



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
Compliance Inspection**

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

**Joe Corley Processing Center
Conroe, Texas**

December 13-16, 2021

**COMPLIANCE INSPECTION
of the
JOE CORLEY PROCESSING CENTER
Conroe, Texas**

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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 Joe Corley Processing Center (JCPC) in Conroe, Texas, from December 13 to 16, 2021.¹ The facility opened in 2008 and is owned and operated by The GEO Group Inc. (GEO). The ICE Office of Enforcement and Removal Operations (ERO) began housing detainees at JCPC in 2008 under the oversight of ERO’s Field Office Director in Houston (ERO Houston). The facility operates under the National Detention Standards (NDS) 2019.

ERO has assigned deportation officers and a detention services manager to the facility. A JCPC administrator handles daily facility operations and supervises █ personnel. GEO provides food services and medical care, and Keefe Commissary provides commissary services at the facility. The facility received accreditation by the American Correctional Association in January 2019 and the National Commission on Correctional Health Care in June 2018. In August 2021, JCPC 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 Detainee Bed Capacity ²	█
Average ICE Detainee Population ³	█
Male Detainee Population (as of December 13, 2021)	█
Female Detainee Population (as of December 13, 2021)	█

During its last inspection, in Fiscal Year (FY) 2021, ODO found the facility in compliance with all 13 standards.

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 November 30, 2021.

³ *Ibid.*

COMPLIANCE INSPECTION PROCESS

ODO conducts oversight inspections of ICE detention facilities with an average daily population greater than 10, 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.⁴

ODO identifies violations of ICE detention standards, ICE policies, or operational procedures as “deficiencies.” ODO also highlights instances in which 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.

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.

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
Funds and Personal Property	0
Post Orders	0
Searches of Detainees	0
Use of Force and Restraints	0
Special Management Units	0
Sexual Abuse and Assault Prevention and Intervention	0
Sub-Total	0
Part 3 – 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 4 – Activities	
Correspondence and Other Mail	0
Voluntary Work Program	0
Sub-Total	0
Part 5 – Justice	
Legal Rights Group Presentations	0
Sub-Total	0
Part 6 – Administration and Management	
Detention Files	0
Detainee Transfers	0
Sub-Total	0
Total Deficiencies	0

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

⁶ 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 inspections.

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 Houston and the facility were not able to accommodate this request due to technology issues. As such, ODO conducted the detainee interviews via telephone.

Telephone Access: Three detainees stated they have not received their 130 minutes of free telephone calls for the past 3 weeks and requested resolution to the issue.

- Action Taken: ODO spoke with the JCPC supervisory detention and deportation officer and facility staff, reviewed the detainee's call logs, and found two out of three detainees arrived at the facility in early October 2021 and used their free minutes since that time. The third detainee arrived on December 8, 2021, and on December 13, 2021, requested a personal identification number, which Global Tel Link staff provided to him that same afternoon. The facility distributes the free minutes on Tuesdays, and on December 14, 2021, the third detainee received his first issue of free minutes.

COMPLIANCE INSPECTION FINDINGS

ODO reported no findings for this contingency compliance inspection report.

CONCLUSION

During this inspection, ODO assessed the facility's compliance with 19 standards under NDS 2019 and found the facility in compliance with all 19 standards. ODO commends the facility staff members for their responsiveness and professionalism during this inspection. A uniform corrective action plan was not required for ODO's last inspection of JCPC, which occurred in June 2021.

Compliance Inspection Results Compared	FY 2021 (NDS 2019)	FY 2022 (NDS 2019)
Standards Reviewed	13	19
Deficient Standards	0	0
Overall Number of Deficiencies	0	0
Repeat Deficiencies	0	0
Areas of Concern	0	0
Corrective Actions	0	0
Facility Rating	N/A	Superior