



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
Follow-Up Compliance Inspection
2023-002-140**

**Enforcement and Removal Operations
ERO New Orleans Field Office**

**River Correctional Center
Ferriday, Louisiana**

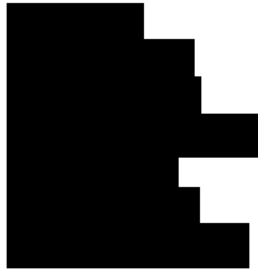
May 9-11, 2023

FOLLOW-UP COMPLIANCE INSPECTION
of the
RIVER CORRECTIONAL CENTER
Ferriday, Louisiana

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FOLLOW-UP COMPLIANCE INSPECTION TEAM MEMBERS



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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 follow-up compliance inspection of the River Correctional Center (RCC) in Ferriday, Louisiana, from May 9 to 11, 2023.¹ This inspection focused on the standards found deficient during ODO’s last inspection of RCC from November 1 to 3, 2022. The facility opened in 2001 and is owned and operated by LaSalle Corrections. The ICE Office of Enforcement and Removal Operations (ERO) began housing detainees at RCC in 2019 under the oversight of ERO’s Field Office Director in New Orleans (ERO New Orleans). The facility operates under the Performance-Based National Detention Standards (PBNDS) 2011 (Revised 2016).

ERO has assigned a detention service manager and deportation officers full-time to the facility and they are on-site daily, Monday through Friday, from 7:00 a.m. to 3:00 p.m. The director of detention handles daily facility operations and manages support personnel. LaSalle Corrections provides food services and medical care, and Correct Commissary provides commissary services at the facility. The facility does not hold any accreditations from any outside entities. In December 2021, RCC 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	
Average ICE Population ³	
Adult Male Population (as of May 9, 2023)	
Adult Female Population (as of May 9, 2023)	

During its last full inspection, in Fiscal Year (FY) 2023, ODO found nine deficiencies in the following areas: Funds and Personal Property (1); Terminal Illness, Advance Directives and Death (1); Significant Self-harm and Suicide Prevention and Intervention (2); Transportation (by Land) (4); and Use of Force and Restraints (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 Facility List as of May 08, 2023.

³ *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.

While follow-up inspections are intended to focus on previously identified deficiencies, ODO will conduct a complete review of several core standards, which include but are not limited to Medical Care, 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 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.

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

PBNDS 2011 (Revised 2016) Standards Inspected^{4,5}	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
Facility Security and Control	0
Funds and Personal Property	0
Special Management Units	0
Staff-Detainee Communication	0
Use of Force and Restraints	0
Sub-Total	0
Part 4 - Care	
Food Service	2
Medical Care	0
Significant Self-harm and Suicide Prevention and Intervention	0
Terminal Illness, Advance Directives and Death	0
Sub-Total	2
Part 5 - Activities	
Recreation	0
Telephone Access	4
Sub-Total	4
Part 6 - Justice	
Grievance System	0
Sub-Total	0
Total Deficiencies	6

⁴ For greater detail on ODO's findings, see the *Follow-up Inspection Findings* section of this report.

⁵ 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 19 detainees, who each voluntarily agreed to participate. ODO attempted to interview an additional 11 detainees, but the detainees declined ODO's request for an interview. None of the detainees made allegations of discrimination, mistreatment, or abuse. Most detainees reported satisfaction with facility services except for the concerns listed below.

Detainee Handbook: One detainee stated he speaks Portuguese, but received the ICE National Detainee Handbook and site-specific handbook in English and he cannot understand the contents.

- Action Taken: On May 9, 2023, ODO spoke with facility staff, reviewed the signed receipt from the detainee's detention file, and found staff issued both handbooks in Portuguese to the detainee.

Law Libraries and Legal Materials: One detainee stated he asked for access to the law library via the facility request form or tablet but never received a response.

- Action Taken: On May 9, 2023, ODO spoke with facility staff, reviewed the detainee's request to check out two specific books from the law library, submitted on May 5, 2023, and confirmed staff provided the detainee with the two books on the same day. Facility staff found no additional requests from the detainee and informed the detainee to submit another request if he would like to check-out additional books or to request time in the law library.

Personal Hygiene: One detainee stated his uniform was too small and he requires a 2 XL uniform size.

- Action Taken: On May 9, 2023, ODO observed that the detainee appeared to be uncomfortable and could not close the front buttons of his uniform. ODO spoke with facility staff, and the staff immediately provided the detainee with two sets of properly sized uniforms and a receipt of issuance to sign.

Staff-Detainee Communication: One detainee stated he has received no response from ERO New Orleans about submitting video evidence for his case because he does not know how to submit the evidence.

- Action Taken: On May 9, 2023, ODO spoke with the facility staff about electronic filing and the staff instructed the detainee on how to file his request with ERO New Orleans for submission of video evidence for his case. On May 10, 2023, ERO New Orleans provided ODO with a copy of the electronic response sent to the detainee, explaining to him the need to ask the judge during his next court date how to submit the video as evidence for his case. ODO confirmed the detainee successfully submitted video evidence during his court hearing on May 11, 2023.

FOLLOW-UP COMPLIANCE INSPECTION FINDINGS

CARE

FOOD SERVICE (FS)

ODO toured the FS department, reviewed 30 days of freezer temperature logs, and found in 7 out of 30 days, no verification nor documentation of equipment temperature requirements. Specifically, freezer temperatures should be zero degrees Fahrenheit (F) or below and staff documented the freezer temperature between 2- and 4-degrees F on the following days: April 10, 2023; April 13, 2023; and May 5 to 8, 2023 (**Deficiency FS-414**⁶).

ODO toured the FS department, reviewed 30 days of freezer temperature logs, and found in 7 out of 30 days, staff did not maintain frozen foods at or below zero degrees F. Specifically, staff logged the freezer temperature between 2- and 4-degrees F on the following days: April 10, 2023; April 13, 2023; and May 5 to 8, 2023 (**Deficiency FS-438**⁷).

ACTIVITIES

TELEPHONE ACCESS (TA)

ODO interviewed a facility captain, reviewed the pro bono legal service information posted in seven housing units and the Department of Justice Executive Office for Immigration Review's (EOIR) list of pro bono legal service providers, and found ERO New Orleans did not issue the facility the current pro bono list for all seven housing units. Specifically, ODO found EOIR updated the list of pro bono legal service providers for Louisiana in April 2023, but the facility posted pro bono lists, dated January 2023, in housing units G and H and pro bono lists, dated April 2022, in housing units A, B, D, E, and F (**Deficiency TA-12**⁸).

Corrective Action: Prior to the conclusion of the inspection, ODO observed ERO New Orleans replaced the outdated pro bono list of legal service providers with the current version in all housing units containing detainees (**C-1**).

ODO, facility staff, and ERO New Orleans tested two telephones in housing unit A and one telephone in housing unit D and found the free call platform did not place individual calls. Specifically, after dialing the speed dial number multiple times and selecting the number corresponding to English or Spanish, the recording on the telephone stated invalid number. On

⁶ "The FSA or designee shall verify and document requirements of food and equipment temperatures." See ICE PBNDS 2011 (Revised 2016), Standard, Food Service, Section (V)(J)(13).

⁷ "The following procedures apply when receiving or storing food: ...

e. Store perishables at 35-40 F degrees to prevent spoilage and other bacterial action and maintain frozen foods at or below zero degrees."

See ICE PBNDS 2011 (Revised 2016), Standard, Food Service, Section (V)(K)(3)(e).

⁸ "All Field Offices are responsible for ensuring facilities which house ICE detainees under their jurisdiction are provided with current pro bono legal service information." See ICE PBNDS 2011 (Revised 2016), Standard, Telephone Access, Section (V)(A)(3).

two occasions, ODO and ERO New Orleans made it past this prompt, but after entering a valid number, they received another recorded message stating invalid number (**Deficiency TA-14**⁹).

ODO inspected seven detainee housing units and found in one out of seven units, no posting of an updated consulate list. Specifically, ODO found a consulate list in housing unit H, dated April 13, 2021; however, the most current consulate list is dated September 29, 2022 (**Deficiency TA-26**¹⁰).

Corrective Action: Prior to the conclusion of the inspection, ODO observed ERO New Orleans replace the outdated consulate list with the current list (**C-2**).

ODO inspected seven detainee housing units and found in one out of seven units, no posting of an updated free call list. Specifically, ODO found the free call list in housing unit H, dated April 13, 2021; however, the most current free call list is dated September 29, 2022 (**Deficiency TA-37**¹¹).

Corrective Action: Prior to the conclusion of the inspection, ODO observed ERO New Orleans replace the outdated free call list with the current list (**C-3**).

CONCLUSION

During this inspection, ODO assessed the facility's compliance with 17 standards under PBNDS 2011 (Revised 2016) and found the facility in compliance with 15 of those standards. ODO found six deficiencies in the remaining two standards. Since the last full inspection in November 2022, the facility has shown continued improvement. RCC went from five deficient standards and nine overall deficiencies in November 2022 to two deficient standards and six overall deficiencies during this most recent inspection. ODO did not inspect the Telephone Access standard during the full inspection in November 2022 and this standard accounted for four out of six deficiencies ODO cited during this follow-up inspection. The facility's improved performance was likely a result of completing the uniform corrective action plan for ODO's last inspection of RCC in November 2022. ODO recommends ERO New Orleans continue to work with the facility to resolve any deficiencies that remain outstanding in accordance with contractual obligations.

⁹ "After ensuring that each phone has a dial tone, when testing equipment, the officers must be able to demonstrate that an individual has the ability to make calls using the free call platform." See ICE PBNDS 2011 (Revised 2016), Standard, Telephone Access, Section (V)(A)(4)(a).

¹⁰ "Updated telephone and consulate lists shall be posted in detainee housing units." See ICE PBNDS 2011 (Revised 2016), Standard, Telephone Access, Section (V)(C).

¹¹ "Updated lists need to be posted in the detainee housing units." See ICE PBNDS 2011 (Revised 2016), Standard, Telephone Access, Section (V)(E).

Compliance Inspection Results Compared	FY 2023 Full Inspection (PBNDS 2011) (Revised 2016)	FY 2023 Follow-up Inspection (PBNDS 2011) (Revised 2016)
Standards Reviewed	23	17
Deficient Standards	5	2
Overall Number of Deficiencies	9	6
Priority Component Deficiencies	1	0
Repeat Deficiencies	0	0
Areas Of Concern	1	0
Corrective Actions	0	3
Facility Rating	Superior	N/A