



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
Follow-Up Compliance Inspection

Enforcement and Removal Operations
ERO San Antonio Field Office

Webb County Detention Center
Laredo, Texas

August 9-12, 2021

**FOLLOW-UP COMPLIANCE INSPECTION
of the
WEBB COUNTY DETENTION CENTER
Laredo, 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 follow-up compliance inspection of the Webb County Detention Center (WCDC) in Laredo, Texas, from August 9 to 12, 2021.¹ This inspection focused on the standards found deficient during ODO’s last inspection of WCDC from April 5 to 8, 2021. The facility opened in 1998 and is owned and operated by CoreCivic. The ICE Office of Enforcement and Removal Operations (ERO) began housing detainees at WCDC in 2018 under the oversight of ERO’s Field Office Director in San Antonio (ERO San Antonio). The facility operates under the Performance-Based National Detention Standards (PBNDS) 2011 (Revised 2016).

ERO has assigned deportation officers at the facility. A WCDC warden handles daily facility operations and manages █████ support personnel. Trinity Food Service provides food services, and CoreCivic provides medical care and commissary services at the facility. The American Correctional Association accredited the facility in January 2020. In August 2019, WCDC was audited by 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 August 9, 2021)	█████
Female Detainee Population (as of August 9, 2021)	█████

During its last inspection, in Fiscal Year (FY) 2021, ODO found three deficiencies in Grievance System (3).

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 August 2, 2021.

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 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, 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 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.

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.

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

PBNDS 2011 (Revised 2016) Standards Inspected⁴	Deficiencies
Part 1 – Safety	
Emergency Plans	0
Environmental Health and Safety	0
Sub-Total	0
Part 2 – Security	
Admission and Release	0
Custody Classification System	0
Funds and Personal Property	0
Special Management Units	0
Use of Force and Restraints	0
Sub-Total	0
Part 4 – Care	
Food Service	0
Hunger Strikes	0
Medical Care	0
Medical Care (Women)	0
Significant Self-harm and Suicide Prevention and Intervention	0
Sub-Total	0
Part 6 – Justice	
Grievance System	0
Sub-Total	0
Total Deficiencies	0

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

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

Medical Care: One detainee stated he submitted a request for a new pair of eyeglasses and had not received an appointment.

- Action Taken: ODO reviewed the detainee's medical file and found the detainee requested an eye exam on February 22, 2021. An optometrist examined the detainee on May 7, 2021, which resulted in the detainee receiving a new pair of prescription eyeglasses. On July 19, 2021, the medical staff delivered the new prescription eyeglasses to the detainee. The health services administrator (HSA) educated and informed the detainee that it takes time to adjust to new prescription eyeglasses, and the detainee stated he understood. However, he said he still could not see and would not wear the eyeglasses. The detainee chose to keep his old eyeglasses and returned the new eyeglasses to the HSA. ODO confirmed from the detainee's medical file that the HSA asked the detainee to sign a medical refusal form and the detainee declined to sign it.

FOLLOW-UP COMPLIANCE INSPECTION FINDINGS

There were no findings for this follow-up compliance inspection.

CONCLUSION

During this inspection, ODO assessed the facility's compliance with 13 standards under PBND 2011 (Revised 2016) and found the facility in compliance with all 13 standards. ODO commends facility staff members for their responsiveness and professionalism during this inspection. ODO has not received the uniform corrective action plan for ODO's last inspection of WCDC in April 2021.

Compliance Inspection Results Compared	First FY 2021 (PBND 2011) (Revised 2016)	Second FY 2021 (PBND 2011) (Revised 2016)
Standards Reviewed	21	13
Deficient Standards	1	0
Overall Number of Deficiencies	3	0
Repeat Deficiencies	0	0
Areas of Concern	0	0
Corrective Actions	0	0