

December 12, 2019

TO: [REDACTED]  
Assistant Director for Detention Management

FROM: [REDACTED]  
Lead Compliance Inspector  
The Nakamoto Group, Inc.

SUBJECT: **Annual Detention Inspection of the El Paso Service Processing Center**

The Nakamoto Group, Inc. performed an annual inspection for compliance with the ICE Performance-Based National Detention Standards (PBNDS 2011) of the El Paso Service Processing Center in El Paso, Texas, during the period of December 10-12, 2019. This is an SPC facility.

The inspection was performed under the guidance of [REDACTED], Lead Compliance Inspector. Team members were:

Subject Matter Field	Team Member
Detainee Rights	[REDACTED]
Security	[REDACTED]
Medical Care	[REDACTED]
Medical Care	[REDACTED]
Safety	[REDACTED]

### **Type of Inspection**

This is a scheduled annual inspection which is performed to determine overall compliance with the ICE PBNDS 2011 for Over 72 hour facilities. The facility received a previous rating of Meets Standards as a result of the December 2018 annual inspection.

### **Inspection Summary**

The El Paso Service Processing Center is currently accredited by:

- The American Correctional Association (ACA) – Yes
- The National Commission on Correctional Health Care (NCCHC) - Yes
- The Joint Commission (TJC) - No
- Prison Rape Elimination Act (PREA) - Yes

### **Standards Compliance**

The following information is a summary of the standards that were reviewed and overall compliance that was determined as a result of the 2018 and 2019 annual inspections:

<b>2018 Annual Inspection</b>	
Meets Standards	41
Does Not Meet Standards	0
Repeat Finding	0
Not Applicable	1

<b>2019 Annual Inspection</b>	
Meets Standards	41
Does Not Meet Standards	0
Repeat Finding	0
Not Applicable	1

The inspection team identified two (2) deficient components in the following two (2) standards:

Use of Force and Restraints - 1

Significant Self-Harm and Suicide Prevention and Intervention - 1

### **Facility Snapshot/Description**

The El Paso Service Processing Center is an immigration detention facility located in El Paso, Texas, near the El Paso International Airport. It is owned and operated by U.S. Immigration and Custom Enforcement (ICE). The facility shares land with the U.S. Border Patrol Sector Headquarters and an El Paso Border Patrol Station. The facility houses all classification levels of ICE detainees who are either awaiting deportation or have pending cases before the El Paso Immigration Court. The facility, originally constructed in 1966 and renovated with new construction in 1996, [REDACTED]

Ten buildings at the complex contain beds for housing detainees. All general population housing is dormitory/open bay with capacities ranging from twenty beds to 74 beds. Two buildings house the special management units (SMU); there are seven double cells for administrative segregation housing in one of the buildings and six single cells in the building designated for disciplinary segregation. Male and female detainees may be housed in either of the SMU buildings. Six of the ten buildings are military barracks style design and two buildings are a more traditional institutional design with four housing pods surrounding a control center. Linear supervision is employed on the campus style layout, i.e., officers are stationed outside the buildings in order to observe detainee movement throughout the compound. Direct supervision is provided for detainees by a custodial officer stationed inside each of the general population housing pods. Direct and irregular supervision is employed inside the SMU. Additionally, the facility issues electronic ankle bracelets to every detainee to monitor their location within the facility as a tool to enhance safety and security. Detainees are always required to wear the ankle bracelet.

Outdoor recreation is available seven days per week, two hours per day, in several outdoor recreation yards. Additionally, the general population housing units provide adequate open space for detainees to socialize and move freely between their assigned bunks and the dayroom area. Each housing unit is equipped with tables and seats, televisions, telephones, vending machines, and board games. Some of the housing units also have foosball and ping-pong tables. Detainees are permitted to keep up to \$100 cash on their person to use in the vending machines; the facility does not have a commissary. Detainees may also check out a tablet on which at no charge they can communicate with various facility staff and ICE, file a grievance, and access a version of LexisNexis. For a fee, detainees can download music and videos, make telephone calls, and visit via video with family and friends. Depending on custody level, detainees may participate in the voluntary work program. The atmosphere during the inspection was calm and detainees were observed interacting with staff and other detainees. Most staff at the facility speak English and Spanish. Overall cleanliness and sanitation were observed to be average.



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Numerous detainees were interviewed. Some interviews were in housing units, programmatic areas, or work areas with individuals or small groups of detainees. Several interviews were private and confidential and included detainees with limited English proficiency (LEP). Language line was used to facilitate interviews with detainees who spoke neither English nor Spanish. A bilingual member of the inspection team conducted private interviews with several Spanish speaking detainees from various countries. Interviews included detainees who had recently arrived at the facility and some who had been housed at the facility for longer periods of time. Both male and female detainees were interviewed. The detainees voiced no life safety concerns. All the detainees interviewed stated they felt safe and were generally satisfied with the interaction, responsiveness, and professionalism of facility and ICE staff and with access to medical services, mail, the law library, telephones, visitation, and recreation. Detainees expressed general satisfaction with the quantity and quality of food provided. Two detainees from Romania stated they did not care for the food; not because it was of poor quality but because it was different from what they eat at home. Two detainees from China asked if the rules could be made available to them in their language. This request was shared with the SDDO.

Detainee telephone services are provided via the national ICE contract with Talton Communications. Security services, transportation, food service operations, mail processing, recreation supervision, and the librarian are contracted with GPS-Asset. IHSC has on-site oversight of medical services which are supplemented through a contract with STG International.

ICE detainees do not incur medical co-pays.

#### **Areas of Concern/Significant Observation**

There were no areas of concern or significant observations.

#### **Recommended Rating and Justification**

The Lead Compliance Inspector recommends that the facility receive a rating of Meets Standards. The facility complies with the ICE Performance-Based National Detention Standards (PBNDS 2011). One standard was rated Not Applicable. The remaining forty-one (41) standards were found to Meet Standards.

#### **LCI Assurance Statement**

The findings of compliance and non-compliance are accurately and completely documented on the G-324 Inspection Form and are supported by documentation in the inspection file. An out brief was conducted at the facility and in addition to the entire Nakamoto Group, Inc. Inspection Team, the following were present:

- ICE Officials - [REDACTED]

- Facility Staff - [REDACTED]



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[Redacted]

[Redacted]

[Redacted] Lead Compliance Inspector

December 12, 2019

Printed Name of LCI

Date

[Redacted]