



January 31, 2019

TO: [REDACTED]
Assistant Director for Detention Management

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

SUBJECT: **Annual Detention Inspection of the Otero County Processing Center**

The Nakamoto Group, Inc. performed an annual inspection for compliance with the ICE Performance-Based National Detention Standards (PBNDS) 2011 of the Otero County Processing Center in Chaparral, New Mexico during the period of January 29–January 31, 2019. This is a DIG-SA 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]
Safety	[REDACTED]
Medical Care	[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 during the February 2018 inspection.

Inspection Summary

The Otero County 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 PBNDS 2011 compliance annual inspections:

2018 Annual Inspection	
Meets Standards	39
Does Not Meet Standards	0
Repeat Finding	0
Not Applicable	3

2019 Annual Inspection	
Meets Standards	39
Does Not Meet Standards	0
Repeat Finding	0
Not Applicable	3

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

Funds and Personal Property- 1

Correspondence and Other Mail – 1, which is a repeat deficiency

Facility Snapshot/Description

The Otero County Processing Center (OCPC) is owned and operated by the Management and Training Corporation. The facility is located in the desert in the eastern portion of Chaparral, NM, bordered by a United States Military installation and a neighboring correctional facility. This Dedicated IGSA facility houses male ICE detainees of all classification levels. [REDACTED]

[REDACTED] There are ICE offices onsite, facilitating a daily onsite presence of several ICE employees. There are four courtrooms available for judicial review of on-site detainees.

The one-story facility encompasses approximately 225,400 total square feet. The complex is comprised of an administration/support building, the housing units building, and the warehouse. The outer perimeter fence is a combination of a twelve-foot double chain link fence, supplemented with razor ribbon. A perimeter road encircles the compound. There are twenty fifty-bed dormitories, a 76-bed special management unit, and a medical housing area capable of housing sixteen detainees. [REDACTED] Each dormitory is furnished with a dayroom, telephones, televisions, and an adequate number of showers, wash basins, and toilets. The facility offers indoor and outdoor recreation daily. Detainees may participate in volleyball, weight lifting, television viewing, and have use of the library and law library. Additionally, there are electronic tablets in every housing unit that make games, movies, and other entertainment available. The tablets may also be used for video visitation, for a fee.

The facility is clean and orderly. The atmosphere is relaxed throughout the facility. One housing unit was in quarantine status at the onset of the inspection due to chicken pox exposure. The quarantine was lifted during the inspection because the remaining five detainees who had no documented immunity were placed into medical housing. Detainees freely approached the inspectors and facility staff during the inspection.



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No less than 125 detainee interviews were conducted, nineteen of which were formal interviews. Without exception, detainees stated that they felt safe at the facility. LEP detainees reported no issues communicating with facility staff or accessing services. One detainee stated that the water was not hot enough in the showers. The water temperatures were checked and were within the parameters of the Standards. One detainee stated that he wanted the toilets to be fully enclosed. The facility has no plans to install full enclosures around the toilets and the Standards do not require such. Five detainees stated that they wanted more food items offered that are from their home country. They were all from countries that partake in non-traditional foods that are most likely not approved for consumption in the United States. One detainee stated that his mattress was too thin. Mattress width is not addressed by the Standards.

Facility staff were professional in appearance and demeanor, and seemed knowledgeable of the Standards. Most of the staff are bilingual, greatly contributing to the general level of understanding the detainees experience.

Medical services are provided by MTC Medical. All other services are provided by MTC employees. There is no medical co-pay.

Areas of Concern/Significant Observations

There were 93 hunger strikes reported during the inspection period but none requiring outside medical treatment. The facility explained that hunger strikes are occurring in such high numbers among certain nationalities of detainees because they know that when they declare a hunger strike, they are immediately interviewed by ICE staff. It is a method of manipulating the ICE visits to their preference, as opposed to waiting for the next case officer visit to their unit. ICE case officer visits routinely occur no less than one time per week. The detainees of these nationalities housed here apparently believe that they should be catered to at a higher rate of service than other detainees.

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. No (0) standards were found Does Not Meet Standard and three (3) standards were Not Applicable (N/A). All remaining thirty-nine (39) standards were found to be in compliance.

LCI Assurance Statement

The findings of compliance and non-compliance are accurately and completely documented on the G-324A 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]



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Facility Staff – [REDACTED],
and various other supervisors and staff

[REDACTED]

[REDACTED], Lead Compliance Inspector

January 31, 2019

Printed Name of LCI

Date