

June 7, 2018

TO: [REDACTED]  
Assistant Director for Detention Management

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

SUBJECT: **Annual Detention Inspection of the Laredo Processing Center**

The Nakamoto Group, Inc. performed an annual inspection for compliance with the ICE National Detention Standards (NDS Over 72 Hours) of the Laredo Processing Center, Laredo, TX, during the period of June 5-7, 2018. This is an IGSA facility.

The annual 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 NDS for Over 72 hour facilities. The facility received a previous rating of Acceptable during the June 2017 inspection.

### **Inspection Summary**

The Laredo Processing Center is currently accredited by:

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

### **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 2017 and 2018 annual inspections:

<i>2017 Annual Inspection</i>		<i>2018 Annual Inspection</i>	
Acceptable	37	Acceptable	37
Deficient	0	Deficient	0
At Risk	0	At Risk	0
Repeat Deficiency	0	Repeat Deficiency	0
Not Applicable	2	Not Applicable	2

The inspection team identified one (1) deficient component in the following one (1) standard:

Special Management Unit (Administrative Segregation)—1

### Facility Snapshot/Description

The Laredo Processing Center, located in Laredo, TX, is owned and operated by CoreCivic, formerly known as Corrections Corporation of America (CCA). CoreCivic operates the facility via a contract with Webb County which has an IGSA with ICE. Although both male and female ICE detainees have been housed at the facility during the previous twelve months, only female ICE detainees were housed at the facility during the inspection. The facility opened in 1985 and has a rated capacity of [REDACTED]. On the first day of the inspection the total population at the facility was [REDACTED].

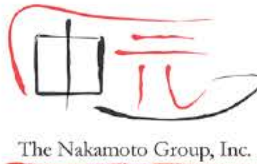
The facility is a single story, L-shaped design with all support services, administrative offices and housing units accessible off interior corridors. The facility contains seven general population dormitory housing units with capacities ranging from 32 to 80 beds. Six of the housing units are under indirect supervision by officers and one housing unit, the high custody unit, has direct supervision from officers stationed within the unit around the clock. There are also four single occupancy cells which comprise the special management unit (SMU). The facility houses female ICE detainees of all custody levels. No detainees were housed in the SMU during the inspection.

Each general population housing unit has a dayroom area equipped with tables, chairs, televisions, telephones and board games. Detainees housed in general population have access to a large outdoor recreation yard one hour per day. ICE detainees do not participate in the voluntary work program.

Overall, the team found the atmosphere in the facility to be calm with no obvious indicators of high stress. Sanitation was observed to be above average.

Numerous detainees were interviewed during the inspection to include fourteen private and confidential interviews with detainees who spoke limited or no English. The detainees voiced no concerns regarding life/safety issues. Detainees were generally satisfied with the interaction, responsiveness and professionalism of facility staff and with access to medical services, the law library, telephones and recreation. Although most of the detainees stated they had not used the speed dial system for free calls on the telephones in the housing units, those that had said they had no issues using the system. Detainees stated they received both the National Detainee Handbook and the local supplement handbook during intake. Although some of the detainees could not recall watching the PREA video during intake, the inspectors confirmed that the detainees had signed an acknowledgement that they had watched the video. The inspectors observed the showing of the PREA video to detainees undergoing the intake process.





The detainees confirmed that the Know Your Rights video is regularly shown each morning in the housing units.

Some of the detainees complained about the loss of cable television in the housing units. They stated that cable was available until approximately three weeks prior to the inspection. This concern was addressed with the quality assurance (QA) manager. According to the QA manager, the cable provider at the facility, Spectrum, is currently transitioning the facility from analog to digital cable which requires the installation of several digital converter boxes. The QA manager anticipates the conversion will be completed soon and cable service restored at the facility.

Two detainees complained that cold water was not available on the outdoor recreation yard. This issue was also discussed with the QA manager. The day before the detainees were interviewed, a breaker was tripped which services the water fountain on the recreation yard that provides cool water. The issue was repaired and cool water restored to the fountain on the recreation yard.

Some detainees complained about the quality and variety of food while others stated the food was good. The Safety SME confirmed that food served at the facility comports with the menus which have been analyzed by a registered dietitian and certified to be nutritionally adequate and to meet the recommended dietary requirements (RDA).

Two detainees interviewed expressed concerns regarding delays in response to their sick call requests. The Medical SME followed-up with the health services administrator (HSA) and reviewed the detainees' medical records which indicated that the detainees were seen by medical staff the day after submitting their sick call requests. A third detainee stated it took too long to receive medical attention subsequent to a request; however, it was established that the detainee had not submitted a written request but had verbally told an officer that she did not feel well. The detainee was advised by the Medical SME to submit a sick call request using the procedure described in the handbook. Follow-up by the Medical SME with the HSA also confirmed that detention officers routinely advise medical staff of medical complaints they receive verbally from detainees.

The facility does not charge co-pays for medical, mental health or dental care. Medical services are provided by CoreCivic.

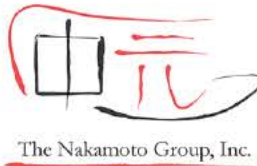
Food service is provided via a contract with Trinity Services Group. Detainee telephone services are contracted with Inmate Call Solutions (ICS). Commissary services are provided by Keefe Group.

#### **Areas of Concern/Significant Observations**

There were no concerns noted during this inspection.

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

The Lead Compliance Inspector recommends that the facility receive a rating of Acceptable. The facility complies with the ICE National Detention Standards (NDS). No (0) standards were found Deficient and two (2) standards were Not Applicable (N/A). All remaining thirty-seven (37) 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]
- Facility Staff – [REDACTED]  
[REDACTED]

[REDACTED]

[REDACTED], Lead Compliance Inspector

June 7, 2018

Printed Name of LCI

Date