

December 3, 2020

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 with 2016 revisions) of the El Paso Service Processing Center in El Paso, Texas, during the period of December 1-3, 2020. 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 with 2016 revisions for Over 72 hour facilities. The facility received a previous rating of Meets Standards as a result of the December 2019 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 2019 and 2020 annual compliance inspections:

2018 Annual Inspection	
Meets Standards	41
Does Not Meet Standards	0
Repeat Finding	0
Not Applicable	1

2019 Annual Inspection	
Meets Standards	41
Does Not Meet Standards	0
Repeat Finding	0
Not Applicable	2

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

Significant Self-Harm and Suicide Prevention and Intervention - 1, which is a repeat deficiency

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. Pursuant to COVID-19 protocols ordered by ICE, all arriving detainees are placed in cohort status for fourteen days and classified after the expiration of the cohort status.

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. Use of board games is currently suspended due to social distancing requirements. 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. Most staff at the facility speak English and Spanish.



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ICE suspended on-site general/social visitation at all ICE facilities in March 2020 due to COVID-19 protocols. Legal and professional visitation are exempt from this suspension. To mitigate the impact of the visitation suspension, ICE provides each detainee at the facility with thirteen, ten-minute telephone calls each week.

Twelve detainees were interviewed individually by telephone. Eleven of the twelve interviews were with detainees with limited English proficiency (LEP); a telephonic language line interpreter service was used to facilitate interviews with these detainees. Interviews included detainees housed in the general population and one confined to administrative segregation, protective custody. Both male and female detainees were interviewed. With one exception, 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, and recreation. The detainees understood that general visitation has been suspended due to COVID-19 protocols and were aware they were being provided thirteen, ten minute telephone calls each week to help mitigate the visitation suspension. Detainees expressed general satisfaction with the quantity and quality of food provided.

One female detainee who was interviewed stated that the telephone system had been down for four days during the previous month. This inspector followed up on this issue and found that indeed the facility had experienced some telephone issues during the prior month. However, documentation provided by the ACA compliance office substantiated that the facility immediately reported the problem to the contractor, Talton Communications. Records also substantiate that the contractor worked diligently to correct the problem.

One detainee stated he was fearful at the facility and had an unresolved medical issue. However, he refused to provide his name and A-number to the inspection team members interviewing him. He also told inspectors that he considered his comments confidential. The Lead Compliance Inspector (LCI) informed the OIC of this interview.

One detainee was adamant that his court date needed to be moved up due to medical issues. This inspector explained that immigration issues are outside the purview of the inspection team and suggested he speak to or contact an ICE officer regarding the matter. He stated that he had spoken to ICE officers on more than one occasion regarding this issue. The inspector also confirmed with the facility's HSA that the detainee had been evaluated multiple times by medical staff.

All detainees interviewed were asked if they had filed a grievance and/or had called the OIT hotline. Those that responded that they had not were informed of the grievance process and the availability of the OIT hotline.

Detainee telephone services are provided via the national ICE contract with Talton Communications. Security services, transportation services, food service operations, mail processing, recreation supervision and the librarian are contracted with Global Position Systems (GPS). 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 noted during the inspection. The inspection was conducted remotely and inspectors were unable to personally observe practices and procedures within the facility. The inspection team relied upon a review of policies, procedures, logs, photographs and/or



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videos to validate the observation of many standards. Additionally, interviews were conducted with multiple key staff members.

Recommended Rating and Justification

The Lead Compliance Inspector recommends that the facility receive a rating of Meets Standards, unless unobserved practices and conditions are contrary to what was reported to the inspection team. The facility complies with the ICE Performance Based National Detention Standards (PBNDS 2011 with 2016 revisions). No (0) standards were found Does Not Meet Standard and two (2) standards were Not Applicable (N/A). All 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]

[REDACTED]

[REDACTED], Lead Compliance Inspector

December 3, 2020

Printed Name of LCI

Date