

February 13, 2020

TO: [REDACTED]
Assistant Director for Detention Management

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

SUBJECT: **Annual Detention Inspection of the Krome 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 Krome Service Processing Center in Miami, Florida during the period of February 11-13, 2020. Krome is a Service Processing Center (SPC).

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 during the February 2019 inspection.

Inspection Summary

The Krome 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 PBNDS 2011 annual compliance inspections:

2019 Annual Inspection	
Meets Standard	41
Does Not Meet Standard	0
Repeat Finding	0
Not Applicable	1

2020 Annual Inspection	
Meets Standard	41
Does Not Meet Standard	0
Repeat Finding	0
Not Applicable	1

The inspection team identified no deficient components.

Facility Snapshot/Description

The Krome Service Processing Center is owned and operated by Immigration and Customs Enforcement, and is located in western Miami, Florida. Immigration and Customs Services (ICE) contracts with Akima Global Services (AGS) to provide operations personnel to include detention officers, detention supervisors, food services and recreation. The [REDACTED] facility houses adult male ICE detainees of all custody levels. [REDACTED] The facility utilized temporary cots in the general population housing units from February 2019 through November 2019 due to the ICE Southern Border Initiative. ICE monitored the rise in the detainee population to ensure restrictions, time limitations and tracking. A detainee housed on a temporary bed (cot) was limited to the shortest duration necessary to accommodate the population and not exceed ten days. Krome was required to track placement in temporary beds to ensure the ten-day stay was not exceeded on a cot. The compliance manager provided the inspection team with the monthly detainee population graph. Standard required shower, toilet/urinal, telephone, water faucets (spigots) ratios were monitored to ensure compliance. [REDACTED]

Detainee housing units are divided into direct supervision dormitories. In addition, there are fourteen SMU beds and a medical unit. The medical unit has fourteen beds for medical observation, ten beds for mental health observation, a designated suicide watch room and a padded room. There are six negative air flow isolation rooms to house detainees who have symptoms suggestive of TB or confirmed TB.

Many of the staff are bilingual and are able to communicate with the detainees with no difficulty. The facility employs the concepts of civil detention. All staff interviewed during the inspection were professional and well-versed in PBNDS 2011 Standard requirements. Optimal goals are achieved in law library services, outdoor recreation and telephone access.

The inspection team visited the housing units' multiple times during the inspection. Detainees were relaxed and approached the inspectors without hesitation. Detainees were interviewed in confidential settings, as well as, informal settings. LEP detainees were interviewed using a telephonic translation line. Detainees stated that they "were treated respectfully by security staff and ICE officers". All stated they felt safe at the facility. There were no complaints about food services, recreation, visitation or law library access. One detainee stated that "he was not receiving appropriate medical services". The medical SME reviewed his file and interviewed the health services administrator. The follow up confirmed that the detainee is receiving appropriate and timely health care. The detainee is receiving treatment for cancer and, in fact, was scheduled to see an oncologist during the week of the inspection.

Detainees are not charged co-pay fees for medical, dental or mental health services. Medical services are provided by IHSC. Akima Global Services (AGS) provides the contracted food services, security operations, transportation and detainee funds processing. Sanitation was observed to be above average.

Areas of Concern/Significant Observations

There were no concerns 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. No (0) standards were found Does Not Meet Standard and one (1) standard was Not Applicable (N/A). All remaining forty-one (41) 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-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]
- IHSC Staff - [REDACTED]
- Facility Staff (AGS) – [REDACTED]

[REDACTED]

[REDACTED], Lead Compliance Inspector
Printed Name of LCI

February 13, 2020
Date