

January 30, 2020

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 28–January 30, 2020. 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 January 2019 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 2019 and 2020 PBNDS 2011 compliance annual inspections:

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

2020 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:

Food Service – 1
Interviews and Tours - 1

Facility Snapshot/Description

The Otero County Processing Center (OCPC) is owned and operated by the Management and Training Corporation (MTC). MTC contracts with the Immigration Customs Enforcement (ICE) division of the federal government. The facility is located 27 miles north of the El Paso International Airport in Chaparral, New Mexico. The facility is bordered by a United States Military installation and a neighboring correctional facility. This Dedicated IGSA (DIGSA) facility houses male ICE detainees in all classification levels. [REDACTED]

[REDACTED] ICE offices are located on-site. There are also on-site four courtrooms available for judicial review. The inspection team observed ICE officers and ICE supervisors interviewing detainees each day of the inspection.

The one-story facility encompasses approximately 225,400 total square feet. The complex is comprised of an administration/support building, housing unit building and a warehouse. The outer perimeter fence includes a twelve-foot double chain link fence supplemented with razor ribbon. A perimeter road encircles the compound. [REDACTED]

[REDACTED]. Fourteen detainees were housed in SMU status during the inspection. 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 may schedule time for the law library/general library. Additionally, electronic Telmate Tablets are available in each dormitory which provide games, movies, television applications and reading materials. The tablets may be used for video visitation at a cost of \$0.21 per minute. Tablets may be used for staff-detainee communication including grievances, sick call and detainee requests (both ICE and facility staff).



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The facility is clean and orderly. The atmosphere is relaxed throughout the facility. Detainees freely approached the inspectors and facility staff during the inspection. Each dormitory was toured on each day of the inspection.

No less than 100 detainee interviews were conducted. Approximately 45 formal interviews were conducted with LEP detainees. Without exception, detainees stated that they felt safe at the facility. During one confidential interview, a detainee voiced a concern regarding his classification level. He stated that he was classified as a level high and did not understand “why he could not be classified as level medium”. He advised the SME that he had no criminal history. Follow up confirmed that the detainee had served 21 months in prison. Classification worksheets were reviewed and confirmed the level high classification. Follow up information was shared with the detainee. Four detainees housed in the transgender unit complained that religious services are not offered to them. The chaplain confirmed that he visits the unit twice per week and provides religious materials upon request. LEP detainees reported no issues communicating with facility staff or accessing services. Detainees were observed communicating with the housing unit officers, administrative staff and ICE officers.

Facility staff were professional in appearance and demeanor, and were knowledgeable of the Standards. Most of the staff are bilingual. The orientation to the facility is conducted face-to-face and is comprehensive. The orientation is presented by the department heads.

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

Areas of Concern/Significant Observations

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. 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]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED], Lead Compliance Inspector

January 30, 2020

Printed Name of LCI

Date