

January 27, 2021

TO: [REDACTED]
Assistant Director for Detention Management

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

SUBJECT: **Annual Inspection of the Port Isabel 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 Port Isabel SPC in Los Fresnos, Texas during the period of January 25-27, 2021. This is an SPC.

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 PBNDS 2011 for Over 72-hour facilities. The facility received a rating of Meets Standards during the January 2020 inspection.

Inspection Summary

The Port Isabel SPC 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 2020 and 2021 compliance annual inspections:

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

2021 Annual Inspection	
Meets Standards	40
Does Not Meet Standards	0
Repeat Finding	0
Not Applicable	3

The inspection team identified four (4) deficient components in the following three (3) standards:

Environmental Health and Safety – 2, one of which is a repeat deficiency
Sexual Abuse and Assault Prevention - 1
Personal Hygiene – 1, which is a repeat deficiency

Facility Snapshot/Description

The Port Isabel Service Processing Center is located in rural Los Fresnos, Texas, in the southern portion of the state, approximately 22 miles north of the U.S./Mexico border. The [REDACTED] facility is located on a 350-acre site; 262 acres of undeveloped land and 88 acres of undeveloped native grounds that serve as a habitat for local wildlife. The facility houses male ICE detainees of all classification levels. The facility previously held female ICE detainees and the SIS Form completed by the facility indicates there are 75 beds for female detainees; however, there are no females housed at this time. [REDACTED]

The direct supervision facility houses detainees in four main housing units. Each unit contains four 75-bed dorms for general population detainees. There is a 14-bed segregation unit and a 35-bed infirmary. Both indoor and outdoor recreation is offered. The facility has two soccer fields. Indoor recreation includes board games, cards, viewing television, and playing ping-pong. Tablets are available in the housing units. Detainees may play games, watch movies, or “face time” with family and friends on the tablets. Before COVID-19 precautions being put in place movies were also shown in the recreation building. Telephones are available in the housing units and the recreation yards. Microwaves are available in the housing units as are vending machines. Law library computers have been placed in each housing unit to limit exposure to COVID-19.

During this hybrid inspection, the onsite inspectors visited all areas of the facility. Sanitation was observed to be acceptable in the common areas and housing units. No mold or soap scum was noted in the shower areas. The facility has enhanced surface cleaning in the facility and provides detainees with masks to help reduce COVID-19 exposure. Detainees and staff were observed wearing masks during the inspection. The facility has an aggressive COVID-19 control plan. Officers at the front gate check the temperature of anyone entering and require visitors to complete a questionnaire. Upon entering the facility everyone must submit to another temperature check. Social distancing is practiced throughout the facility when possible. During the inspection, two detainees tested positive for COVID-19 and one was suspected to be infected. Several housing units were on COHORT status due to the recent arrival of the detainees.

During this hybrid inspection, two detainees were interviewed telephonically by an inspector who was working remotely. Fifteen detainees were interviewed by onsite inspectors, all seventeen detainees were in general population. Detainees speaking Spanish, Bengali and Mandarin were interviewed using a telephonic translation service. All stated they were treated with respect by staff and none had any complaints regarding their medical care. There were no issues or concerns expressed by detainees regarding condi-



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tions of confinement or quality of life. Detainees stated they felt safe and were satisfied with the sanitary conditions in the facility. Two detainees who spoke Mandarin stated they kept to themselves due to the language barrier and both requested to be housed with other detainees who spoke Mandarin. This information was given to facility staff. One of the detainees stated that he was unable to understand the orientation video and the handbook he was given was in English. Facility staff were advised, and he was taken to the intake area to be provided an orientation and handbook that he could understand. The majority of the detainees complained about the sack lunches that are served for the noon meal. It was determined that the sack lunches meet the dietary standards.

Detainees indicated they were aware of the grievance system and how to use it. None of the detainees had contacted the OIG but were aware of how to make contact if they needed to. No detainees were housed in segregation during the inspection.

Due to COVID-19, this inspection was conducted as a hybrid inspection with three inspectors onsite and two working remotely. The facility provided the inspection team all requested documentation, photographs, and videos as evidence of practices and procedures within the facility. In addition to these materials, the staff was interviewed by the inspection team. All staff interviewed were well versed in facility policy and the requirements of the standards and were responsive to all requests made by the inspection team.

Medical services are provided by IHSC. Detainees are not charged co-pay fees for medical, dental, or mental health services. Security services are contracted to Ahtna, telephone service is provided by Talton, and commissary services are provided by Keefe.

Areas of Concern/Significant Observations

There were no areas of concern or significant observations during this inspection.

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) unless unobserved practices and conditions are contrary to what was reported to the inspection team. No standards were found Does Not Meet Standard, three (3) standards were Not Applicable (N/A). All remaining forty (40) 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. A telephone, call-in out brief was conducted with the facility. In addition to the entire Nakamoto Group Inspection Team, the following participated in the conference call:

- ICE Officials [REDACTED]

- Facility (Ahtna) staff – [REDACTED]

