

September 6, 2019

TO: [REDACTED]
Assistant Director for Detention Management

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

SUBJECT: **Annual Detention Inspection of the East Hidalgo Detention Center**

The Nakamoto Group, Inc. performed an annual inspection for compliance with the National Detention Standards (NDS-Over 72 Hours) of the East Hidalgo Detention Center in La Villa, TX, during the period of September 4-6, 2019. This is an IGSA 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 NDS for Over 72 hour facilities. The facility received a previous rating of acceptable during the July 2018 annual inspection.

Inspection Summary

The East Hidalgo Detention Center is currently accredited by:

- The American Correctional Association (ACA) – Yes
- The National Commission on Correctional Health Care (NCCHC) - No
- 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 2018 and the 2019 annual inspections:



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2018 Annual Inspection	
Acceptable	36
Deficient	0
Repeat Deficiency	0
Not Applicable	3

2019 Annual Inspection	
Acceptable	36
Deficient	0
Repeat Deficiency	0
Not Applicable	3

The inspection team identified six (6) deficient components in the following six (6) standards:

Admission and Release—1, which is a repeat deficiency
Food Service—1
Recreation—1
Access to Telephones—1
Disciplinary Policy—1, which is a repeat deficiency
Staff/Detainee Communications—1

Facility Snapshot/Description

The East Hidalgo Detention Center, owned and operated by The Geo Group, is located in La Villa, TX, approximately 250 miles south of the San Antonio International Airport, San Antonio, TX; 32 miles northeast of the McAllen International Airport, McAllen, TX; and nineteen miles west of the Valley International Airport in Harlingen, TX. [REDACTED]

[REDACTED] The facility houses all custody levels of male and female non-ICE detainees for the U.S. Marshals Service and low custody male and female ICE detainees. [REDACTED]

[REDACTED] The facility uses cots for the U.S. Marshals Service non-ICE detainees when the number of detainees exceeds the number of available “hard beds”. [REDACTED]

The facility is a single-story structure consisting of over 207,000 square feet on a 37-acre tract of land. A twelve-foot double fence surrounds the compound and is enhanced with razor ribbon, an interior electric “stun” fence, and video cameras. The compound is patrolled around the clock by an armed officer in a vehicle. There are twelve housing units containing 96 housing pods. The majority of beds are dormitory style.

All ICE detainees are housed in the general population; all male ICE detainees in one pod and all female ICE detainees in one pod in a different housing unit. Any ICE detainee requiring special housing is transferred to the nearby ICE facility in Port Isabel, TX. The general population housing pods are under 24-hour indirect supervision by an officer stationed in the housing unit but not inside the housing pod. Multiple video cameras are located throughout the facility and monitored in central control. There are two large outdoor recreation yards and four smaller covered outdoor yards available for outdoor recreation. Detainees are scheduled for outdoor recreation for one hour per day, barring inclement weather. The housing pods occupied by ICE detainees have dayroom space and contain tables, telephones, a television, a microwave oven, and board games.

The entire facility is climate controlled. Cleanliness and sanitation throughout the facility were observed to be average. The safety SME observed a fire drill in a housing unit conducted by the facility during the inspection.



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The housing pods occupied by ICE detainees and common areas of the facility used by ICE detainees were visited and observed during the inspection. All of the ICE detainees housed at the facility on the second day of the inspection were interviewed. The interviews were private and confidential and, with the exception of two English speaking detainees, language line was used to facilitate the interviews. Interviews included detainees who had recently arrived at the facility and some who had been housed at the facility for longer periods of time. The detainees voiced no concerns regarding life/safety issues. All of the detainees 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 visitation.

Some of the male detainees interviewed stated they did not receive regular access to outdoor recreation. The safety SME reviewed the recreation schedule, housing unit activity logs and recreation logs and was unable to substantiate that outdoor recreation has been consistently offered as required by the standard and facility policy.

Another common complaint of the male detainees was that the food was warm but not hot when served. The safety SME checked the food temperatures on the first and last day of the inspection and confirmed that the meals served were within the acceptable temperature range per the standard. Additionally, no grievances were filed during the inspection period regarding food. The female detainees all stated general satisfaction with the quality and quantity of food.

Without exception, all of the detainees interviewed stated they did not receive an orientation or the local or National Detainee Handbook during in-processing. The detainees stated that handbooks were provided to them a few days prior to the inspection. The inspection team followed up on these statements by reviewing documentation and discussing the issue with the chief of classification, the compliance administrator and the OIC. Although documentation indicated that the detainees had signed an acknowledgement of receipt of the handbooks during the admissions process, the form signed by the detainees was in English and the detainees, with two exceptions, were non-English speaking. Staff could not confirm that the detainees were actually provided an orientation or the handbooks. The OIC stated he would take immediate action to ensure that ICE detainees receive the local site-specific handbook and the National Detainee Handbook during in-processing. Additionally, the facility has been developing a site-specific orientation video. Per the OIC, the orientation video has been completed and ICE detainees will have the opportunity to view the video during in-processing.

Detainee telephone services are provided by American Phone Systems (A.P.S.). Commissary services are provided via a contract with Forecomm Solutions LLC. All other services are provided by The Geo Group.

ICE detainees do not incur medical co-pays.

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 Acceptable. The facility complies with the ICE National Detention Standards. No (0) standards were found Deficient and three (3) standards were Not Applicable (N/A). All remaining thirty-six (36) 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]
- Facility Staff [REDACTED]

[REDACTED]

[REDACTED], Lead Compliance Inspector
Printed Name of LCI

September 6, 2019
Date