

Office of Professional Responsibility

El Paso Service Processing Center Inspection 2024-005-366

August 20–22, 2024



U.S. Immigration
and Customs
Enforcement



U.S. Department of Homeland Security
U.S. Immigration and Customs Enforcement
Office of Professional Responsibility
ICE Inspections
Washington, DC 20536-5501

**Office of Detention Oversight
Unannounced Follow-Up Compliance
Inspection
2024-005-366**

**Enforcement and Removal Operations
ERO El Paso Field Office**

**El Paso Service Processing Center
El Paso, Texas**

August 20-22, 2024

UNANNOUNCED FOLLOW-UP COMPLIANCE INSPECTION
of the
EL PASO SERVICE PROCESSING CENTER
El Paso, Texas

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**UNANNOUNCED FOLLOW-UP COMPLIANCE INSPECTION
TEAM MEMBERS**



Team Lead	ODO
Inspections and Compliance Specialist	ODO
Inspections and Compliance Specialist	ODO
Contractor	Creative Corrections
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Contractor	Creative Corrections
Contractor	Creative Corrections

FACILITY OVERVIEW

The U.S. Immigration and Customs Enforcement (ICE) Office of Professional Responsibility (OPR) Office of Detention Oversight (ODO) conducted an unannounced follow-up compliance inspection of the El Paso Service Processing Center (EPSPC) in El Paso, Texas, from August 20 to 22, 2024.¹ This inspection focused on the standards found deficient during ODO’s last inspection of EPSPC from February 13 to 15, 2024. The facility opened in 1966 and is owned by ICE and operated by Paragon Professional Services. The ICE Office of Enforcement and Removal Operations (ERO) began housing detainees at EPSPC in 1966 under the oversight of ERO’s Field Office Director in El Paso (ERO El Paso). The facility operates under the Performance-Based National Detention Standards (PBNDS) 2011 (Revised 2016).

[REDACTED]

The AFOD handles daily facility operations and manages [REDACTED] support personnel. Paragon Professional Services provides food services, United States Public Health Service provides medical care, and Keefe Commissary provides commissary services at the facility. The facility was accredited by the American Correctional Association in January 2023 and National Commission on Correctional Health Care in March 2024. In June 2022, EPSPC was audited for the Department of Homeland Security (DHS) Prison Rape Elimination Act (PREA) and was DHS PREA certified.

Capacity and Population Statistics	Quantity
ICE Bed Capacity ²	[REDACTED]
Average ICE Population ³	[REDACTED]
Adult Male Population (as of August 20, 2024)	[REDACTED]
Adult Female Population (as of August 20, 2024)	[REDACTED]

During its last rated inspection, in Fiscal Year (FY) 2024, ODO found 10 deficiencies in the following areas: Environmental Health and Safety (1); Food Service (1); Medical Care (3); Significant Self-harm and Suicide Prevention and Intervention (3); and Use of Force and Restraints (2).

¹ This facility holds male and female detainees with low, medium-low, medium-high, and high security classification levels for periods greater than 72 hours.

² Data Source: ERO Custody Management Division Authorized Facility List as of August 19, 2024.

³ *Ibid.*

UNANNOUNCED FOLLOW-UP COMPLIANCE INSPECTION PROCESS

ODO conducts oversight inspections of ICE detention facilities with an average daily population (ADP) of 10 or more detainees, and where detainees are housed for longer than 72 hours, to assess compliance with ICE National Detention Standards. While these inspections focus on facility compliance with detention standards that directly affect detainee life, health, safety, and/or well-being, in FY 2024 ODO added additional standards to the scope of each full inspection to ensure ODO inspects every standard at each facility at least once every other year. In FY 2021, to meet congressional requirements, ODO began conducting follow-up inspections at all over 72-hour ICE detention facilities with an ADP of 10 or more detainees that ODO conducted a full inspection of earlier in the FY.⁴

While follow-up inspections are intended to focus on previously identified deficiencies, ODO will conduct a complete review of several core standards, which may include but are not limited to Medical Care, Hunger Strikes, Suicide Prevention, Food Service, Environmental Health and Safety, Emergency Plans, Use of Force and Restraints/Use of Physical Control Measures and Restraints, Admission and Release, Classification, and Funds and Personal Property. ODO may decide to conduct a second full inspection of a facility in the same FY based on additional information obtained prior to ODO's arrival on-site. Factors ODO will consider when deciding to conduct a second full inspection will include the total number of deficiencies cited during the first inspection, the number of deficient standards found during the first inspection, the completion status of the first inspection's uniform corrective action plan (UCAP), and other information ODO obtains from internal and external sources ahead of the follow-up compliance inspection. Conditions found during the inspection may also lead ODO to assess new areas and identify new deficiencies or areas of concern should facility practices run contrary to ICE standards. Any areas found non-compliant during both inspections are annotated as "Repeat Deficiencies" in this report.

In FY 2022, ODO began conducting unannounced inspections of ICE detention facilities, ensuring each facility subject to biannual inspections receives an unannounced inspection at least once every 3 years. Upon completion of each special review or unannounced inspection, ODO conducts a closeout briefing with the facility and local ERO officials to discuss preliminary findings. A summary of these findings is shared with management officials. Thereafter, ODO provides ICE leadership with a final compliance inspection report to: (i) assist ERO in developing and initiating UCAPs; and (ii) provide senior executives with an independent assessment of facility operations. ODO's findings inform ICE executive management in their decision-making to better allocate resources across the agency's entire detention inventory.

⁴ ODO reviews the facility's compliance with selected standards in their entirety.

FINDINGS BY PERFORMANCE-BASED NATIONAL DETENTION STANDARDS 2011 (REVISED 2016) MAJOR CATEGORIES

PBNDS 2011 (Revised 2016) Standards Inspected ^{5,6,7}	Deficiencies
Part 1 - Safety	
Emergency Plans	0
Environmental Health and Safety	2
Sub-Total	2
Part 2 - Security	
Admission and Release	0
Custody Classification System	1
Facility Security and Control	0
Funds and Personal Property	0
Special Management Units	0
Staff-Detainee Communication	0
Use of Force and Restraints	0
Sub-Total	1
Part 4 - Care	
Food Service	2
Hunger Strikes	0
Medical Care	0
Medical Care (Women)	0
Personal Hygiene	0
Significant Self-harm and Suicide Prevention and Intervention	0
Sub-Total	2
Part 5 - Activities	
Marriage Requests	0
Voluntary Work Program	0
Sub-Total	0
Part 6 - Justice	
Grievance System	0
Sub-Total	0
Total Deficiencies	5

⁵ For greater detail on ODO's findings, see the *Unannounced Follow-Up Compliance Inspection Findings* section of this report.

⁶ Beginning in FY 2024, ODO instituted a process of rotating all standards every other year. As a result, some standards may not be present in all inspections.

⁷ During an unannounced inspection, ODO will review a facility's compliance with at least 10 individual standards; however, unannounced full inspections will include a review of the same standards as announced full inspections.

DETAINEE RELATIONS

ODO interviewed 24 detainees, who each voluntarily agreed to participate. None of the detainees made allegations of discrimination, mistreatment, or abuse. All 24 detainees reported satisfaction with facility services.

UNANNOUNCED FOLLOW-UP COMPLIANCE INSPECTION FINDINGS

SAFETY

ENVIRONMENTAL HEALTH AND SAFETY (EHS)

ODO reviewed generator test logs, generator inspections, and quarterly load tests, and found the following deficiencies:

- No documented tests for the emergency power generators for 1 hour at least every 2 weeks, between July 1 and August 20, 2024 (**Deficiency EHS-26⁸**); and
- No quarterly load tests for power generators since May 22, 2023 (**Deficiency EHS-27⁹**). **This is a repeat deficiency.**

SECURITY

CUSTODY CLASSIFICATION SYSTEM (CCS)

ODO reviewed [REDACTED] detainee detention files, and found in [REDACTED] out of [REDACTED] files, EPSPC's classification staff did not document the detainees' sexual victimization histories on the ICE custody classification worksheet (**Deficiency CCS-14¹⁰**).

CARE

FOOD SERVICE (FS)

ODO inspected EPSPC's FS department, interviewed the food service manager, and found the staff routinely cleaned the walls and floors; however, ODO observed a heavy accumulation of

⁸ "At least every two weeks, emergency power generators shall be tested for one hour, and the oil, water, hoses and belts of these generators shall be inspected for mechanical readiness to perform in an emergency situation." See ICE PBNDS 2011 (Revised 2016), Standard, Environmental Health and Safety, Section (V)(A)(6).

⁹ "Power generators are to be inspected weekly and load-tested quarterly at a minimum, or in accordance with the manufacturer's recommendations and instruction manual." See ICE PBNDS 2011 (Revised 2016), Standard, Environmental Health and Safety, Section (V)(A)(6).

¹⁰ "Special consideration shall be given to any factor that would raise the risk of vulnerability, victimization or assault." See ICE PBNDS 2011 (Revised 2016), Standard, Custody Classification System, Section (V)(C).

dust, dirt, and grime buildup on the kitchen ceiling (**Deficiency FS-314**¹¹).

ODO inspected EPSPC’s FS department, reviewed inspection documentation for the FS fixed fire-suppression system, and found a qualified contractor last inspected the system on May 18, 2023 (**Deficiency FS-407**¹²).

CONCLUSION

During this unannounced inspection, ODO assessed the facility’s compliance with 18 standards under PBNDS 2011 (Revised 2016) and found the facility in compliance with 15 of those standards. ODO found five deficiencies in the remaining three standards. Since EPSPC’s last full inspection in February 2024, the facility’s compliance with PBNDS 2011 (Revised 2016) has trended upward. EPSPC went from 5 deficient standards and 10 deficiencies, including 1 repeat deficiency, in February 2024 to 3 deficient standards and 5 deficiencies, including 1 repeat deficiency, during this most recent inspection. EPSPC completed a UCAP for ODO’s last full inspection of EPSPC in February 2024, which likely resolved the previous deficiencies cited by ODO. ODO recommends ERO El Paso continue to work with the facility to resolve any deficiencies that remain outstanding in accordance with contractual obligations.

Compliance Inspection Results Compared	FY 2024 Full Inspection (PBNDS 2011) (Revised 2016)	FY 2024 Follow-Up Inspection (PBNDS 2011) (Revised 2016)
Standards Reviewed	26	18
Deficient Standards	5	3
Overall Number of Deficiencies	10	5
Priority Component Deficiencies	0	0
Repeat Deficiencies	1	1
Areas Of Concern	0	0
Corrective Actions	0	0
Facility Rating	Good	N/A

¹¹ “Walls, floors and ceilings in all areas must be cleaned routinely.” See ICE PBNDS 2011 (Revised 2016), Standard, Food Service, Section (V)(J)(5)(c).

¹² “A qualified contractor shall inspect the system every six months.” See ICE PBNDS 2011 (Revised 2016), Standard, Food Service, Section (V)(J)(12)(f).



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