



## U.S. Immigration and Customs Enforcement

MEMORANDUM FOR: Victor X. Cerda  
Acting Director

FROM:

b6, b7c

Detention and Deportation Officer  
Detention Compliance Unit

SUBJECT: Headquarters Detention Review - San Pedro Service Processing Center

The Detention Compliance Unit performed a Headquarters review of the San Pedro Service Processing Center on November 17-19, 2003. The Review Authority assigned a final rating of Deficient. The Headquarters Detention Compliance Unit received and approved the facility plan of action on June 21, 2004. As required by the Detention Management Control Program (DMCP), the Detention Compliance Unit conducted a follow-up review of the facility July 6-8, 2004. The follow-up review was conducted to measure progress towards full compliance with the Immigration and Customs Enforcement (ICE) and National Detention Standards (NDS).

### Type of Review:

This review is a scheduled Headquarters follow-up review and was conducted for the sole purpose of determining compliance with the ICE NDS.

### Review Summary:

The facility has shown excellent progress towards full compliance with the ICE NDS. The management team led by Acting Officer-In-Charge (OIC) [b6, b7c] has worked diligently to correct deficiencies noted during the last inspection. Access to Medical Care, Environmental Health and Safety, Key and Lock Control, Use of Force, Detainee Handbook and Detainee Files have all improved during this rating period. The facility is accredited by the American Correctional Association (ACA), National Commission on Correctional Health Care (NCCCHC) and the Joint Accreditation Commission for Healthcare (JCAHO). The following information summarizes those standards in compliance and non-compliance.

**Findings for 2003**

Compliant - 30  
Deficient - 7  
Repeat - 1  
At-Risk - 0

**Current Review 2004**

Acceptable - 36  
Deficient - 0  
Repeat Deficiency - 1  
At-Risk - 0

**Funds and Personal Property: Repeat Deficiency**

- Funds and personal property were located unsecured in the property room. *The review team found the safe and cash drawer unsecured. The secured entrance, which should be accessible to supervisors only, was opened several times to allow access to the Immigration Enforcement Officers (IEAs). The facility addressed the repeat deficiency immediately and the procedures in the property room were corrected prior to the end of the review.*

**RIC Observations:**

**Environmental Health and Safety:**

The sanitation of the facility was outstanding. Posted cleaning schedules appear to be followed and detainees were observed continuously cleaning throughout the review. It is apparent the high level of cleanliness is enforced daily. The quality of life for detainees is excellent.

**Staff Interaction:**

Acting OIC [REDACTED] and the staff at the San Pedro Service Processing Center were extremely professional and immediately retrieved requested information or corrected problems once identified. The staff was well versed in policy and procedure at this location and take pride in their facility. The team observed that the facility operated in a calm and orderly fashion throughout the review.

**Best Practice:**

**Correspondence and Other Mail:**

The facility staff are diligent and knowledgeable regarding the facilitation of the mail room. All monies are accounted for and logs are utilized to identify special problems and needs.

**Recreation:**

The Recreation Department does an excellent job of providing a variety of outdoor/indoor activities for detainees, despite limited outdoor space. Televisions are available for detainees and movies are

scheduled daily. All detainees have access to outdoor recreation and transfers for lack of outdoor recreation are seldom.

**Contract Staff:**

The Contract Detention Staff (MVM- Security) assigned to the facility are extremely professional and well versed on facility policy and procedures. The relationship between Immigration and Customs Enforcement (ICE) and MVM Security is excellent.

**Issuance and Exchange of Clothing, Bedding, and Towels:** (Advisory)

The San Pedro Service Processing Center has a severe shortage of towels, linens, socks and shoes. At times, linens and towels were unable to be exchanged due to this shortage. During the review, 120 dozen towels and washcloths were funded and ordered. The facility is also in the process of ordering linens, socks and shoes. The lack of towels available prevented a detainee in the Special Management Unit from taking a shower for three days.

**Vacant Nursing Positions:** (Advisory)

The vacant nursing positions present challenges to the facility staff. The schedules that nurses must keep cannot realistically be maintained. The Division of Immigration Health Services (DIHS) Human Resources will be contacted to proceed with the hiring of additional Nurses.

**Memorandum of Understanding:** (Advisory)

The facility does not currently have a Memorandum of Understanding (MOU) with the Federal Correctional Institution (FCI)- Terminal Island located adjacent to the facility. Terminal Island is operated by the Bureau of Prisons (BOP). The existing MOU only offers assistance to Terminal Island but does not assist the San Pedro Service Processing Center in the event of a critical incident.

**Recommended Rating and Justification:**

It is the RIC recommendation that the facility receive a rating of "ACCEPTABLE." The facility now fully complies with 36 of 37 standards.

**RIC Assurance Statement:**

It is the opinion of the RIC that the findings of compliance are documented on the G-324a inspection form and that it is supported by documentation in the review file.

cc: Deputy Assistant Director, Field Operations Division

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cc: Official File

HQDRO Chron File [REDACTED] b6 3-3166;7/27/04

[REDACTED] b2High

<input checked="" type="checkbox"/>	ICE Service Processing Center
<input type="checkbox"/>	ICE Contract Detention Facility
<input type="checkbox"/>	ICE Intergovernmental Service Agreement

**A. Current Inspection**

Type of Review
<input type="checkbox"/> Field Office <input checked="" type="checkbox"/> HQ Review
Date[s] of Review
July 6-8, 2004

Previous/Most Recent Review

Date[s] of Last Review
November 17-19, 2003
Previous Rating
<input type="checkbox"/> Superior <input type="checkbox"/> Good <input type="checkbox"/> Acceptable <input checked="" type="checkbox"/> Deficient <input type="checkbox"/> At-Risk

**B. Name and Location of Facility**

Name
San Pedro Service Processing Center
Address (Street and Name)
2001 Seaside Avenue
City, State and Zip Code
San Pedro, CA
County
Los Angeles
Name and Title of Chief Executive Officer (Warden/OIC/Superintendent)
(b6, b7c) (Acting) Officer-In-Charge
Telephone # (Include Area Code)
(310) (b6, b7c)
District
Los Angeles
Distance from District Office
28 Miles

**C. ICE Information**

Name of Reviewer (Last Name, Title and Duty Station)
(b6, b7c) DDO / HQDRO
Last Name / Title of Team Members (Reviewers)
(b6, b7c) PHS; (b6, b7c) SIEA; (b6, b7c) DO
Controlling Field Office
Los Angeles
Nearest Field or Sub-Office
Western

**D. CDF/IGSA Information Only**

Contract Number	Date of Contract or IGSA
Basic Rates per Man-Day	
Other Charges: (If None, Indicate N/A)	
Estimated Man-days Per Year	

**E. Accreditation Certificates**

Accredited By:
ACA: <input checked="" type="checkbox"/> NCCHC: <input checked="" type="checkbox"/> JCAHO: <input checked="" type="checkbox"/>
Date: 4/2004 Date: 6/2005 Date: 7/2004

**F. Problems / Complaints (Copies must be attached)**

The Facility is under Court Order or Class Action Finding
<input type="checkbox"/> Court Order <input type="checkbox"/> Class Action Order
The Facility has Significant Litigation Pending
<input type="checkbox"/> Major Litigation <input type="checkbox"/> Life/Safety Issues
Checked Box above requires a detailed written memorandum.

**G. Facility History**

Date Built	
1939	
Date Last Remodeled or Upgraded	
2001	
Date New Construction / Bedspace Added	
1988	
Future Construction Planned	
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Date: 8/2004	
Current Bedspace	Future Bedspace
455	455

**H. Total Facility Population**

Total Intake for previous 12 months
5250
Total Mandays for Previous 12 months

**Classification Level (ICE SPCs and CDFs Only)**

	L-1	L-2	L-3
Adult Male	12	30	330
Adult Female	4	8	37

**I. Facility Capacity**

	Rated	Operational	Emergency
Adult Male	325	320	450
Adult Female	130	130	150

**Average Daily Population**

	ICE	USMS	Other
Adult Male	300		
Adult Female	115		

**Staffing Level**

Security:	Support:
(b2)(High, b7e)	30

**Significant Incident Summary Worksheet**

For ICE to complete its Review of your facility, the following information must be completed prior to the scheduled review dates. The information on this form should contain data for the past twelve months in the boxes provided. The information on this form is used in conjunction with the ICE Detention Standards in assessing your Detention Operations against the needs of the ICE and its detained population. This form should be filled out by the facility prior to the start of any inspection.

<i>Incidents</i>	<i>Description</i>	<i>Jan – Mar</i>	<i>Apr – Jun</i>	<i>Jul – Sept</i>	<i>Oct – Dec</i>
Assault: Offenders on Offenders <sup>1</sup>	Types (Sexual <sup>2</sup> , Physical, etc.)	Physical	Physical	Physical (2003)	Physical
	With Weapon			0	0
	Without Weapon	3	2	8	5
Assault: Detainee on Staff	Types (Sexual Physical, etc.)			Physical	Physical
	With Weapon			1	2
	Without Weapon			0	0
Number of Forced Moves, incl. Forced Cell moves <sup>3</sup>			0	1	
Disturbances <sup>4</sup>			0	0	
Number of Times Chemical Agents Used			1	0	
Number of Times Special Reaction Team Deployed/Used			0	0	
# Times Four/Five Point Restraints applied/used	Number/Reason (M=Medical, V=Violent Behavior, O=Other)			V	V
	Type (C=Chair, B=Bed, BB=Board, O=Other)			1	1
Offender / Detainee Medical Referrals as a result of injuries sustained.		1			
Escapes	Attempted			1	0
	Actual			0	0
Grievances:	# Received			3	
	# Resolved in favor of Offender/Detainee			0	
Deaths	Reason (V=Violent, I=Illness, S=Suicide, A=Attempted Suicide, O=Other)		A	A	1A
	Number		1	10	11
Psychiatric / Medical Referrals	# Medical Cases referred for Outside Care	203	104	145	183
	# Psychiatric Cases referred for Outside Care	26	5	34	33

<sup>1</sup> Any attempted physical contact or physical contact that involves two or more offenders  
<sup>2</sup> Oral, anal or vaginal penetration or attempted penetration involving at least 2 parties, whether it is consenting or non-consenting  
<sup>3</sup> Routine transportation of detainees/offenders is not considered "forced"  
<sup>4</sup> Any incident that involves four or more detainees/offenders, includes gang fights, organized multiple hunger strikes, work stoppages, hostage situations, major fires, or other large scale incidents.

**DHS/ICE Detention Standards Review Summary Report**

1. Acceptable 2. Deficient 5. Not Applicable (IGSA's Only)

**Legal Access Standards**

	1.	2.	3.	4.	5.
1. Access to Legal Materials	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
2. Group Presentations on Legal Rights	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
3. Visitation	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
4. Telephone Access	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**Detainee Services**

5. Admission and Release	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
6. Classification System	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
7. Correspondence and Other Mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
8. Detainee Handbook	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
9. Food Service	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
10. Funds and Personal Property	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
11. Detainee Grievance Procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
12. Issuance and Exchange of Clothing, Bedding, and Towels	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
13. Marriage Requests	<input checked="" type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
14. Non-Medical Emergency Escorted Trip	<input checked="" type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
15. Recreation	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
16. Religious Practices	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
17. Voluntary Work Program	<input checked="" type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>

**Health Services**

18. Hunger Strikes	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
19. Medical Care	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
20. Suicide Prevention and Intervention	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
21. Terminal Illness, Advanced Directives and Death	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**Security and Control**

22. Contraband	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
23. Detention Files	<input checked="" type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
24. Disciplinary Policy	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
25. Emergency Plans	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
26. Environmental Health and Safety	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
27. Hold Rooms in Detention Facilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
28. Key and Lock Control	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
29. Population Counts	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
30. Post Orders	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
31. Security Inspections	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
32. Special Management Units (Administrative Segregation)	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
33. Special Management Units (Disciplinary Segregation)	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
34. Tool Control	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
35. Transportation (Land management)	<input checked="" type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
36. Use of Force	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
37. Staff / Detainee Communication	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
38. Detainee Transfer	<input type="checkbox"/>	<input type="checkbox"/>			
39. Detainee Search	<input type="checkbox"/>	<input type="checkbox"/>			

All findings (At-Risk, Repeat Deficiency and Deficient) require written comment describing the finding and what is necessary to meet compliance.

**RIC Review Assurance Statement**

By signing below, the Reviewer-In-Charge (RIC) certifies that all findings of noncompliance with policy or inadequate controls contained in the Review Report are supported by evidence that is sufficient and reliable. Furthermore, findings of noteworthy accomplishments are supported by sufficient and reliable evidence. Within the scope of the review, the facility is operating in accordance with applicable law and policy, and property and resources are efficiently used and adequately safeguarded, except for the deficiencies noted in the report.

Reviewer-In-Charge: (Print Name) b6, b7c	Signature b6, b7c
Title & Duty Location Detention/Deportation Officer	8-904

**Team Members**

Print Name & Duty Location b6, b7c PHS	Print Name & Duty Location b6, b7c SIEA/Phoenix
Print Name & Duty Location b6, b7c DO/Denver	Print Name & Duty Location

- RIC Rating Recommendation:**
- Superior
  - Good
  - Acceptable
  - Deficient
  - At-Risk

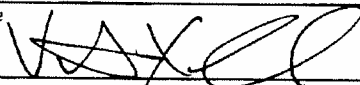
RIC Comments: It is the RIC recommendation that the facility receive a rating of "Acceptable." The facility now fully complies with 36-of-37 standards.



## HEADQUARTERS EXECUTIVE REVIEW

### Review Authority

The signature below constitutes review of this report and acceptance by the Review Authority. FD/OIC/CEO will have **30 days** from receipt of this report to respond to all findings and recommendations.

HQDRO EXECUTIVE REVIEW: (Please Print Name)	Signature
Victor X. Cerda	
Title	Date
Acting Director	11/2/04

- Final Rating:
- Superior
  - Good
  - Acceptable
  - Deficient
  - At-Risk

Comments: It is the RIC recommendation that the facility receive a rating of "Acceptable." The facility now fully complies with 36-of-37 standards.