

COMMISSION ON ACCREDITATION FOR CORRECTIONS

STANDARDS COMPLIANCE AUDIT

Department of Homeland Security
Florence Service Processing Center
Florence, Arizona

March 29-31, 2003

VISITING COMMITTEE MEMBERS

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A. Introduction

The audit of the Florence Processing Center was conducted on March 29-31, 2003, by the following team: Chairperson, [b6]; [b6], Member; and [b6] Member.

B. Facility Demographics

Rated Capacity: 322

Actual Population: 318

Average Daily Population for the last 12 months: 304

Average Length of Stay: 14 days for Mexican Nationals, 41 days for other than Mexican Nationals

Security/Custody Level: Minimum security facility, detainees are classified into three levels

Age Range of Detainees: 18 to 71

Gender: Male

Full-Time Staff: 368

1 Officer in Charge

1 Assistant Officer in Charge

32 Administrative Supports

2 Programs (Recreation Specialists)

223 Contract Security Officers

63 Ice Immigration Enforcement Agents

2 Immigration Judges

3 Trial Attorneys

11 Maintenance

10 ICE Deportation Officers (case managers)

21 United States Public Health Service Staff (to include onsite doctor, dentist, psychologist, five Registered Nurses, four Licensed Practical Nurses, one pharmacist, and various other support personnel.

Officers, Security, 223 Contract Security Officers and 63 Immigration Enforcement Agents

C. Facility Description

Located 60 miles southeast of Phoenix, Arizona in the town of Florence, the facility provides primary detention support to Yuma and Tucson Border Patrol Sectors and the Phoenix Field Office.

In 1942, the original site was a Prisoner of War Camp, which held 13,000 Axis Prisoner's of War. In 1963, the site was acquired by the Federal Bureau of Prisons and converted to a minimum security facility. In 1983, it was acquired by the Immigration and Naturalization Service. Since that date, the facility has had numerous renovations. In March 2002, the facility was transferred to the Department of Homeland Security, Immigration and Customs Enforcement.

The facility is a detention center for those being detained for violations of immigration status and laws. The purpose of the facility is to provide secure detention of aliens who are likely to abscond pending completion of their deportation/removal cases or pending release. Due to the appeal process available to detained aliens, detention for some individuals can range from days to several months. The average length of stay in the Processing Center is 14 days for Mexicans and 41 days for other than Mexicans (OTM).

D. Pre-Audit Meeting

The team met on March 28, 2004, at Gold Canyon, Arizona, to discuss the information provided by the Association staff and the officials from Florence Processing Center.

The chairperson divided standards into the following groups:

Standards #3-ALDF-2A-01 to 3-ALDF-2F-03	[REDACTED] Chairperson b6 , Member Member
Standards #3-ALDF-2G-01 to 3-ALDF-4D-13	
Standards #3-ALDF-4E-01 to 3-ALDF-5F-10	

E. The Audit Process

1. Transportation

The team was escorted to the facility by [REDACTED] b6 Accreditation Team Member.

2. Entrance Interview

The audit team proceeded to the office of [REDACTED] b6,b7c, Officer-In-Charge. The team expressed the appreciation of the Association for the opportunity to be involved with Florence Processing Center in the accreditation process.

[REDACTED] b6, Accreditation Manager escorted the team to the conference room where the formal entry meeting was held.

The following persons were in attendance:

[REDACTED] Officer in Charge

[REDACTED] Assistant Officer in Charge
 [REDACTED], Health Services Administrator
 [REDACTED], HQ / Immigration and Customs Enforcement
 [REDACTED] Accreditation Manager
 [REDACTED] Accreditation Team Member
 [REDACTED], Chief Immigration Enforcement Agent
 [REDACTED] Detention Operations Supervisor
 [REDACTED] act Security Project Manager
 [REDACTED], Contract Security Supervisor
 [REDACTED], Deportation Officer Supervisor
 [REDACTED], Deportation Officer Supervisor
 [REDACTED] Health and Safety/Food Service Administrator
 [REDACTED], Food Service Administrator
 [REDACTED], Maintenance Supervisor
 [REDACTED], Electronics Technician
 Father [REDACTED], Chaplain
 [REDACTED], Support Services Supervisor

It was explained that the goal of the visiting team was to be as helpful and non-intrusive as possible during the conduct of the audit. The chairperson emphasized the goals of accreditation toward the efficiency and effectiveness of correctional systems throughout the United States. The audit schedule was also discussed at this time.

3. Facility Tour

The team toured the entire facility from 9:00 a.m. to 2:00 p.m. The following persons accompanied the team on the tour and responded to the team's questions concerning facility operations:

[REDACTED] Officer in Charge
 [REDACTED], Assistant Officer in Charge
 [REDACTED] Chief Immigration Enforcement Agent
 [REDACTED] Contract Manager (Private Security)
 [REDACTED] Accreditation Manager
 [REDACTED] Accreditation Team Member
 [REDACTED] Accreditation Team Member

4. Conditions of Confinement/Quality of Life

During the tour, the team evaluated the conditions of confinement at the facility. The following narrative description of the relevant programmatic services and functional areas summarizes the findings regarding the quality of life.

Security

The facility is surrounded by a double chain-link fence with razor wire at the top. The perimeter is well-lighted and monitored by the security surveillance control center through the use of video cameras. A security check of the perimeter is conducted each evening to ensure that the fence is intact and that the cameras and alarms are functioning properly. Additional checks are conducted whenever an alarm is activated. The perimeter is also monitored by a motion sensor security system within the perimeter fence.

The security surveillance control center also monitors activities via video cameras throughout housing units, food service, recreation yard, and other key locations throughout the facility.

Security keys are controlled through a computerized system called "The Key

(b)(2)High, (b)(7)e

Environmental Conditions

During the tour, the team found that noise levels throughout the facility, including those in the detainee housing areas, were extremely low. Temperature ranges in the housing units were well-within comfort zones. Lighting conditions in the cells and other housing areas were above standards.

Sanitation

The landscape surrounding the exterior of the facility was well-manicured and the area between the perimeter fences was clear of debris. The team noted that the facility's common areas, corridors and all housing areas were found to be clean and well-maintained. The dormitories were without clutter. The facility also provides for the storage and inventory of the chemicals utilized for the sanitation of the facility. Cleaning equipment and chemicals are inventoried at the beginning of each shift and are provided to detainees during all three shifts. The team felt the overall maintenance and sanitation of the facility to be excellent.

Fire Safety

There are fire alarm pull stations in all areas of the facility and a sprinkler system covers all areas. The installation of state of the art fire alarm and automatic detection system was completed in January 2004.

Fire extinguishers, lighted exit signs and evacuation route maps were observed throughout the facility. All required weekly, monthly and annual inspections are being conducted by trained staff.

Food Service

The kitchen is more than adequate with a high level of organization and excellent tool control. Temperature ranges were found to be well-within the appropriate levels.

All detainees eat in one central dining room and are allotted sufficient time to consume their meals. On March 29, the team ate lunch in the dining hall. The food was nutritious, wholesome, and very good. There is more than an adequate number of contract security staff and Immigration Agents monitoring detainees in the dining hall. The team felt the entire food service operation was excellent.

Medical Care

Medical care is provided 24-hours a day, seven days a week through the utilization of medical staff from the United States Public Health Service, Division of Immigration Health Services. Sick call is held Monday through Friday. A physician is on site 40 hours each week. At other times, detainees may request medical service by submitting a sick-call slip, or by making a verbal request to any officer. There is no charge for health care. The facility also maintains a full-time dentist and mental health care provider on site.

Recreation

Outdoor recreation is provided to the detainees housed in the facility through two recreation areas. One is used for the general population and the other for those detainees in special housing. Each area exceeds required space requirements, and has covered portions. Detainees are provided a minimum of one hour of outdoor recreation each day. The team felt the main recreation yard to be excellent and felt the recreation time could be expanded into the early evening hours; thus, alleviating detainee idleness.

Religious Programming

The facility has a full-time volunteer chaplain provided by the Jesuit Refugee Service. Catholic, Islamic, and Protestant services are provided to the general population each week. The team felt with the quality of the new chaplain, religious programming will become a dynamic program. The team recommended that this could occur quicker with the use of additional volunteers.

Detainee Work Programs

Detainees are paid a stipend of one dollar per day for their participation in the following programs:

Food Service Department	50 detainees
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General Housekeeping	70 detainees
Facility Grounds Maintenance	12 detainees
Vehicle Cleaning/Detailing	6 detainees
Misc. Workers	10 detainees
Laundry	6 detainees

Detainee Programs

The following programs are offered at the facility:

- Beyond Anger
- Values and Personal Responsibility
- Managing Money
- Refusal Skills
- Looking for Work
- Making Decisions
- 9-5 beats 10-Life
- Spanish Substance Abuse Program
- OK Ex-inmate now that you have a job, keep it
- Tough Questions and Straight Answers

Visitation

The facility permits contact visits between the detainees and visitors. There is no maximum number of visits and visitors must be on the detainee's approved visitor list. Depending on the available space, a detainee may receive several visits in one day. Additionally, if a detainee has family visiting from out of state, then additional visits are granted. Normal visiting days are Saturday, Sunday, and federal holidays.

Library Services

During daily recreation, books are available in the recreation yard for detainees to check out. A book cart is also delivered twice weekly to the segregation units. The facility maintains contact with local libraries and receives donations from various community resources.

The law library is available from 9:00 a.m. to 10:00 p.m. each day. Detainees can request access to use the law library through their housing unit officer.

Laundry

The laundry facility has an adequate number of washers and dryers to service the entire population. Chemical accountability was good. The facility maintains a sufficient amount of stock to service 100 percent of the population. Detainees employed in the laundry receive adequate instruction on the safe operation of the equipment.

Commissary

Detainees utilize vending machines for their commissary.

Team Observations

The team felt the overall maintenance, sanitation, and organization of the facility to be excellent. Most staff functions in a professional, courteous manner and exhibit a good work ethic. Security staff is knowledgeable of their posts and function with a high emphasis on the overall security aspect of the facility. There seems to be an excellent working relationship between AKAL security staff and ICE (Immigration and Customs Enforcement) staff.

Key control and tool control are outstanding. Food service functions at a high level of efficiency sanitation and product quality. There were very few complaints from the detainees concerning food service. The amount and quality of training provided staff is progressing to a high level. Medical treatment is very good and there seems to be a true concern for the treatment of detainees. The TEIE psychiatry program is outstanding. The entire facility seemed to function with a team effort. Quality of life for both staff and detainees is very good. The appearance of the facility, both inside and outside is excellent. Control of flammables, toxic, and caustic inventories is excellent. Maintenance, warehouse, mail room and the administration area are doing a yeoman's job. The overall cooperation among all departments is phenomenal.

Issues of concern:

Look at developing more programs for the detainees. Take into consideration the short stay of the detainees when looking at this. The volunteer program needs to be expanded in developing more programs. Recreation could very easily be expanded into the early evening to help alleviate detainee idleness. There seems to be somewhat of a telephone problem for the detainees, a little more education of the use of the telephone would help with this problem. The mini-control centers in each of the living pods need a better way of communicating with staff and detainees in the detainee living areas. This is almost non-existent at this time. The training officer position should be filled as soon as possible. The policies and procedures need to be looked at and a continued streamlining of them needs to occur.

F. Examination of Records

Following the facility tour, the team proceeded to the conference room to review the accreditation files and evaluate compliance levels of the policies and procedures. The facility has no notices of non-compliance with local, state, or federal laws or regulations.

1. Litigation

Over the last three years, the facility had no consent decrees, class action lawsuits or adverse judgments.

2. Significant Incidents/Outcome Measures

From March 2003, through February 2004, there have been no major disturbances, hunger strikes, hostage situations, work stoppages, or fires. During the same period:

- Assault – detainee on detainee, without weapon: 21
- Assault – detainee on staff, without weapon: 12
- Number of forced cell moves: 13
- Number of times chemical agent used: 1
- 4 point restraints: 1
- Offender medical referrals as a result of injuries sustained: 24

There were no major injuries as a result of assaults, detainee on detainee, or detainee on staff. The section asking for detainee medical referrals as a result of injuries sustained are a list of all referrals as required by policy that anytime there has been any kind of assault, they are referred to health services.

3. Departmental Visits

Team members revisited the following departments to review conditions relating to departmental policy and operations:

<u>Department Visited</u>	<u>Person(s) Contacted</u>
Medical	[REDACTED]
	[REDACTED] M.D.
	[REDACTED] Asst. Hospital Admin.
	[REDACTED], PA
	[REDACTED], PA
	[REDACTED], RN Nurse Manager
	[REDACTED] RN
	[REDACTED] RN
	[REDACTED] RN
	[REDACTED], Infection Control
	[REDACTED], LPN
	[REDACTED] LPN
	Dr. [REDACTED], Dentist
	[REDACTED], Dental Assistant
	Dr. [REDACTED], Psychologist
	[REDACTED], Pharmacist
	[REDACTED] Pharmacy Technician

The team was present at the facility during the day shift from 8:00 a.m. until 4:00 p.m. The lunch meal, detainee work, living units, and detainees being processed in were observed.

b. Evening Shift

The team was present at the facility during the evening shift from 9:30 p.m. until 11:45 p.m. The team observed the evening briefing, contact was made with staff, and the shift change was observed.

c. Night Shift

The team was present at the facility during the night shift from 6:45 a.m. to 8:00 a.m. Contact was made with staff. The living units, control center, medical, and the shift change, were observed.

G. Interviews

During the course of the audit, team members met with both staff and detainees to verify observations and/or to clarify questions concerning facility operations.

1. Detainee Interviews

The team interviewed 75 detainees. The overall morale of the detainee population was very good. There were no prior requests to meet with the audit team so the detainees were interviewed at random. They stated that most staff treat them in a professional manner and feel the detention center to be a safe place. The team felt the overall pulse of the detainee population to be very good.

Issue of concern:

Issues of concern expressed by the detainee population were mainly issues concerning their cases. What would happen to them? When would their case be heard? They would like more programs and more recreation time. They expressed concern about the telephones and the lack of responsiveness from the deportation officers. They would like larger portions in food service and rice offered more frequently. They would also like a quicker response to see medical.

2. Staff Interviews

There were numerous staff interviewed. The following summarizes their comments and concerns. Staff morale was very good to excellent. All staff interviewed was well-trained and knowledgeable of their jobs. The majority of staff like their jobs and think the facility is a good place to work. They stated that the accreditation process had raised the level of sanitation and overall made for a

much more professional operation. All were very supportive of the top administration and supervisory staff. Supervisory staff were very supportive of the line staff and impressed with the team work and work ethic of most staff. Staff commented that they liked the additional training they were receiving. They all felt the facility to be a safe place to work. The professionalism demonstrated by both groups was indicative of a very well run detention facility.

Issues of concern:

Issues of concern expressed by staff were that they would like to see an increase of staff and some stated that they did not like the amount of overtime they had to work.

H. Exit Discussion

The exit interview was held at 11:30 a.m. in the conference room with the officer in charge and 25 staff in attendance.

The following person were also in attendance:

b6

Headquarters, Immigration and Customs Enforcement

The chairperson explained the procedures that would follow the audit. The team discussed the compliance levels of the mandatory and non-mandatory standards and reviewed their individual findings with the group.

The chairperson expressed appreciation for the cooperation of everyone concerned and congratulated the facility team for the progress made and encouraged them to continue to strive toward even further professionalism within the correctional field.