



U.S. Department of Homeland Security

Immigration and Customs Enforcement

Office of Professional Responsibility

Inspections and Detention Oversight

Washington, DC 20536-5501

**Office of Detention Oversight
Compliance Inspection**

**Enforcement and Removal Operations
Phoenix Field Office
Central Arizona Detention Center
Florence, Arizona**

April 9 - 11, 2013

**COMPLIANCE INSPECTION
CENTRAL ARIZONA DETENTION FACILITY
PHOENIX FIELD OFFICE**

TABLE OF CONTENTS

EXECUTIVE SUMMARY	1
INSPECTION PROCESS	
Report Organization.....	6
Inspection Team Members.....	6
OPERATIONAL ENVIRONMENT	
Internal Relations	7
Detainee Relations	7
ICE PERFORMANCE-BASED NATIONAL DETENTION STANDARDS	
Detention Standards Reviewed.....	8
Food Service	9
Grievance System	11

EXECUTIVE SUMMARY

The Office of Professional Responsibility (OPR), Office of Detention Oversight (ODO) conducted a Compliance Inspection (CI) of the Central Arizona Detention Center (CADC) in Florence, Arizona, from April 9 to 11, 2013. CADC opened in 1994, and is owned and operated by the Corrections Corporation of America (CCA). The U.S. Immigration and Customs Enforcement (ICE), Office of Enforcement and Removal Operations (ERO) began housing detainees at CADC in 2002, under an Intergovernmental Service Agreement with CCA that is administered by the U.S. Marshals Service. Level I (lowest threat) and Level II (medium threat) male and female detainees are held at CADC for periods in excess of 72 hours. The 435,000 square foot facility is located on approximately 73 acres, and is comprised of nine housing units. Two of these units are designated for male detainees, and one unit is designated for female detainees. The maximum number of beds allocated for detainees is 78; however, ERO is temporarily funding an additional 300 beds at CADC to accommodate a backlog of removals and a large influx of apprehensions. At the time of this CI, CADC housed 359 detainees (305 Level I males; 29 Level II males; 24 Level I females; one Level II female). The elevated detainee population count at CADC will continue for an indeterminate period. The average length of stay for an ICE detainee at CADC is 39 days.

CADC is accredited by the American Correctional Association, the National Commission on Correctional Health Care, and the Arizona State Commission on Jail Standards. Trinity Services Group provides food services.

ERO does not have personnel located on-site, but an Assistant Field Office Director, a Supervisory Detention and Deportation Officer, and (b)(7) Immigration Enforcement Agents located at the nearby Florence Service Processing Center oversee daily operations at CADC.

The Warden is the highest ranking CCA official at CADC and is responsible for oversight of daily operations. CADC staff consists of correctional, security, healthcare, and support personnel. CADC employs (b)(7) supervisory staff. Non-supervisory staff consists of (b)(7) corrections officers and (b)(7) civilian employees.

In March 2012, ODO conducted a CI at CADC. Of the 16 ICE Performance-Based National Detention Standards (PBNDS) reviewed, eight were in full compliance. ODO cited 13 deficiencies in the remaining eight standards.

During this CI, ODO reviewed 16 PBNDS and found CADC compliant with 14 standards. Two deficiencies were identified in the following two standards: Food Service (1 deficiency), and Grievance System (1). Specifically, ODO verified food service carts and serving lines are not equipped with sneeze guards, and medical grievances are not maintained in individual medical files.

This report details all deficiencies and refers to specific, relevant sections of the ICE PBNDS. ERO will be provided a copy of this report to assist in developing corrective actions to resolve all identified deficiencies. These deficiencies were discussed with CADC personnel on-site during the inspection, as well as during the closeout briefing conducted on April 11, 2013.

Overall, ODO found CADC to be orderly and well managed. ODO attributes the high level of PBNDS compliance at CADC to the consistent monitoring of detention conditions by an ERO standards compliance team. These efforts are supported by a cooperative and proactive working relationship between ERO and CADC management.

Meals are prepared in the main kitchen and transported to one of several satellite serving lines. Menus are certified by a registered dietician based on a complete nutritional analysis. ODO confirmed control of utensils, and temperatures of food, coolers, and freezers complied with the PBNDS. ODO noted the counter for serving detainees separated and insulated hot foods from cold foods; however, a sneeze guard was missing. ODO confirmed sneeze guards were missing from every serving line in the facility. ODO inspected the serving carts on the satellite serving lines and confirmed they also were not equipped with sneeze guards. Sneeze guards shield food items from bacteria and viruses spread by sneezes and coughs. Pinal County Environmental Health Services in Florence, Arizona, conducted an annual external inspection of the CADC food service operation on February 12, 2013, and no code violations were identified. ODO found sanitation throughout the kitchen and serving line areas to be at an acceptable level.

CADC provides detainees the opportunity to file formal and informal grievances. CADC staff attempts to resolve complaints informally during daily interactions with detainees. Grievance forms, printed in English and Spanish, are readily available within the housing units. CADC maintains an electronic grievance log to document and track all formal grievances submitted by detainees. ODO verified grievance forms are placed in the detention file of each detainee lodging a grievance. The grievance log reflects CADC received no formal grievances during the 12 months preceding this CI. CADC policy does not require medical grievances to be placed in individual medical files as required by the PBNDS.

Medical services are provided by CCA. The medical clinic is open 24 hours a day, seven days a week. All permanent staff is employed by CCA. Maxim Staffing Solutions provides supplemental medical and professional staff as needed. The medical clinic is administered by the Health Services Administrator, who is a registered nurse. Medical oversight is provided by a physician designated as the full-time Clinical Director. A (b)(7)e physician position is vacant, but supplementary physician services are provided by Maxim Staffing Solutions. The staffing plan also includes (b)(7)e dentist and (b)(7)e full-time mid-level providers. Mental health services are provided 20 hours each week by a contract psychiatrist and a licensed professional counselor. (b)(7)e additional licensed professional counselor positions are vacant. Supplementary mental health services are provided by Maxim Staffing Solutions. The Clinical Director works a ten-hour shift each Monday, Tuesday, Thursday, and Friday. The Clinical Director, mid-level providers, and the psychiatrist share on-call responsibilities. These positions are augmented by the Director of Nursing, the Senior Clinical Supervisor, (b)(7)e registered nurses, (b)(7)e licensed practical nurse positions, and (b)(7)e medical assistant positions. (b)(7)e of the (b)(7)e licensed practical nurse positions are currently vacant, and (b)(7)e of the (b)(7)e medical assistant positions are also vacant. (b)(7)e full-time dental assistant (b)(7)e part-time dental assistant, and (b)(7)e part-time dental hygienist works with the dentist. There are (b)(7)e medical records clerks, and (b)(7)e radiology technicians (b)(7)e full-time; (b)(7)e part-time). There was a 17 percent vacancy rate at the time of this inspection. The Health Services Administrator stated applicants for these positions are being actively recruited. ODO found staffing sufficient to provide basic medical services to detainees

housed at CADC. ODO verified the staffing plan is reviewed annually. Training files and credential files for all medical staff are complete, and licenses are primary source verified.

Detainees requiring medical services beyond the scope of care provided by CADC are transferred to a detention facility capable of providing adequate care, or to the Florence Anthem Hospital, which is approximately nine miles away. Emergency medical transportation is provided by an ambulance service located approximately two miles from the facility.

There are three separate medical areas within CADC. The main clinic, which is used primarily for inmates, has five examination/treatment rooms, administrative offices, mental health offices, a laboratory, a pharmacy, and a medical records area. A second clinic is used primarily for the ICE detainee population and includes a ten-bed observation area, four negative pressure rooms for tuberculosis isolation, a two-chair dental suite, an x-ray room, a nurses' station, and two well-equipped examination rooms with adequate privacy and emergency response equipment. A detention officer stationed within the clinic provides custody supervision. A third satellite clinic is currently closed and non-operational.

ODO observed all aspects of the admission process to be efficient and timely. Nursing staff conduct routine intake screenings of detainees in a private examination room within 12 hours of admission. Mental health, dental issues, and sexual assault history are addressed. All females are tested for pregnancy. Detainees are screened for symptoms of tuberculosis and receive a purified protein derivative test at admission. If the purified protein derivative test is positive, a chest x-ray is completed on-site to rule out tuberculosis. The Clinical Director reviews all intake screening forms the next business day to assess priority for treatment. A hands-on physical examination and a dental examination are completed within 14 days of admission. ODO examined 30 medical records for females, chronic care patients, and randomly-selected healthy detainees. ODO confirmed full compliance with PBNDS requirements for an intake screening, tuberculosis test, physical examination, and dental screening in all 30 medical records reviewed. Detainees are not charged co-pays or other fees for health care services or medications. CADC management stated the language line telephone translation service is used to facilitate proper communication of medical information to non-English speaking detainees when necessary.

Detainees request healthcare services by completing a medical request form in duplicate. The completed request forms, printed in English and Spanish, are deposited by detainees in readily accessible lockboxes for collection by medical personnel. Collection occurs once daily, seven days a week. The original form is filed in the medical record, and the detainee receives a copy. ODO confirmed the forms are available in each housing unit. A registered nurse conducts a face-to-face triage in each housing unit. A review of medical records confirmed next-day triage, with medical requests addressed timely and appropriately.

Sick call is conducted in the clinic on a daily basis using physician-approved protocols provided by CCA. There were no detainees housed in the Special Management Unit (SMU) at the time of the review; however, ODO confirmed that per CADC policy, nurses conduct twice daily face-to-face wellness checks of each detainee housed in the SMU. During these wellness checks, medical request forms are collected. Segregation sick call appointments are conducted in a private examination room located within the SMU.

Nursing staff administer medications using a secure medication cart. A wristband worn by each detainee is read using a hand-held scanner to access the electronic Medication Administration Record. This electronic system can access the entire medical record for reference. The Health Services Administrator stated this system has reduced medication errors dramatically. ODO cites this as a best practice.

ODO confirmed there were no suicide attempts during the 12 months preceding this CI. During this CI, there were no detainees on suicide watch. ODO reviewed the CADC suicide prevention training plan and noted all required elements are covered in accordance with the PBNDS. ODO confirmed suicide prevention training for all correctional and medical staff is current. ODO verified CADC policy requires officers to conduct and document 15-minute checks of detainees placed on suicide watch in accordance with the PBNDS.

CADC has a designated Sexual Abuse and Assault Prevention and Intervention (SAAPI) Coordinator. Information regarding the SAAPI program is provided in the detainee handbook, during orientation via the facility orientation video, and through postings in each housing unit. Upon arrival at CADC, detainees are screened for victimization risk and to identify potential sexual aggressors. Potential aggressors are identified and are immediately transferred to another facility. Detainees with a history of, or who are at risk for, victimization are referred to mental health staff for further evaluation and assistance. ODO confirmed the facility did not have any sexual abuse or assault allegations reported to the Joint Intake Center.

The administrative SMU and the disciplinary SMU at CADC are well lit, temperature-appropriate, and sanitary. ODO verified medical, custody, and administrative personnel visit the SMU as required by the PBNDS. At the time of this inspection, there were no detainees in administrative or disciplinary segregation. During the 12 months preceding this CI, four detainees were placed in administrative segregation. Three of the four detainees were pending investigation and possible disciplinary hearings after engaging in physical altercations. The fourth detainee was in protective custody. Per agreement with ERO, the detainees placed in administrative segregation were removed from the facility within 24 hours and placed at an alternate location within the ERO inventory of facilities.

Detainees use secure lockboxes located in each housing unit to submit written requests. An ERO officer collects the completed request forms on a daily basis. Detainee requests are electronically logged and responses are provided to detainees within 72 hours of receipt. ERO officers conduct weekly scheduled visits to detainee housing units to address questions or concerns. Detainee request forms are printed in English and Spanish.

ERO officer visitation schedules and Department of Homeland Security, Office of Inspector General Hotline posters are conspicuously displayed throughout the facility. ODO verified scheduled and unannounced supervisory and non-supervisory staff visits are conducted and documented by ERO staff.

CADC has a comprehensive written policy governing the use of force. Facility personnel do not use four-point restraints, restraint chairs, or electro-muscular disruption devices. Protective equipment and hand-held video cameras designated for use in calculated use of force incidents are available in three locations within the facility to facilitate quick access and accelerated

response times. There were no use of force incidents at CADC during the 12 months preceding this CI.

INSPECTION PROCESS

ODO inspections evaluate the welfare, safety, and living conditions of detainees. ODO primarily focuses on areas of noncompliance with the ICE National Detention Standards (NDS) or the ICE PBNDS as applicable. The PBNDS apply to CADC. In addition, ODO may focus its inspection based on detention management information provided by the ERO Headquarters and ERO field offices, and on issues of high priority or interest to ICE executive management.

ODO reviewed the processes employed at CADC to determine compliance with current policies and detention standards. Prior to the inspection, ODO collected and analyzed relevant allegations and detainee information from multiple ICE databases, including the Joint Integrity Case Management System, the ENFORCE Alien Booking Module, and the ENFORCE Alien Removal Module. ODO also gathered facility facts and inspection-related information from ERO Headquarters staff to prepare for the site visit at CADC.

REPORT ORGANIZATION

This report documents inspection results, serves as an official record, and is intended to provide ICE and detention facility management with a comprehensive evaluation of compliance with policies and detention standards. It summarizes those PBNDS that ODO found deficient in at least one aspect of the standard. ODO reports convey information to best enable prompt corrective actions and to assist in the on-going process of incorporating best practices in nationwide detention facility operations.

OPR defines a deficiency as a violation of written policy that can be specifically linked to the PBNDS, ICE policy, or operational procedure. When possible, the report includes contextual and quantitative information relevant to the cited standard. Deficiencies are highlighted in bold throughout the report and are encoded sequentially according to a detention standard designator.

Comments and questions regarding the report findings should be forwarded to the Deputy Division Director, OPR ODO.

INSPECTION TEAM MEMBERS

(b)(6), (b)(7)c

Special Agent (Team Leader)	ODO, Phoenix
Special Agent	ODO, Phoenix
Detention and Deportation Officer	ODO, San Diego
Contract Inspector	Creative Corrections
Contract Inspector	Creative Corrections
Contract Inspector	Creative Corrections

OPERATIONAL ENVIRONMENT

INTERNAL RELATIONS

ODO interviewed the Warden, the Assistant Warden, an Assistant Field Office Director, and a Supervisory Detention and Deportation Officer. During the interviews, all personnel stated the working relationship between CADC and ERO is excellent, and morale is high.

The Warden and the Assistant Field Office Director stated sufficient personnel are assigned to handle the current detainee population at CADC, and ERO officers visit the housing units multiple times each week to communicate with ICE detainees and address issues or concerns.

DETAINEE RELATIONS

ODO interviewed 25 randomly-selected detainees to assess the overall living and detention conditions at CADC. ODO received no complaints regarding food service, the grievance process, issuance and replenishment of hygiene supplies, law libraries and legal material, sending and receiving mail, medical care, religious services, or visitation. Approximately 300 of the 359 detainees at CADC at the time of this CI had been housed at the facility for fewer than ten days after being temporarily re-located to CADC due to a lack of bed space in other regions of the United States.

ICE PERFORMANCE-BASED NATIONAL DETENTION STANDARDS

ODO reviewed a total of 16 PBNDS and found CADC fully compliant with the following 14 standards:

- Admission and Release
- Classification System
- Detainee Handbook
- Disciplinary System
- Funds and Personal Property
- Law Libraries and Legal Material
- Medical Care
- Sexual Abuse and Assault Prevention and Intervention
- Special Management Units
- Staff-Detainee Communication
- Suicide Prevention and Intervention
- Telephone Access
- Terminal Illness, Advance Directives, and Death
- Use of Force and Restraints

As these standards were compliant at the time of the review, a synopsis for these areas was not prepared for this report.

ODO found deficiencies in the following two standards:

- Food Service
- Grievance System

Findings for each of these standards are presented in the remainder of this report.

FOOD SERVICE (FS)

ODO reviewed the Food Service standard at CADC to determine if detainees are provided with a nutritious and balanced diet, in a sanitary manner, in accordance with the ICE PBNDS. ODO interviewed staff, inspected storage areas, observed meal preparation and service, and reviewed policy and relevant documentation.

The food service operation at CADC is managed under contract by Trinity Services Group, Incorporated. Food service personnel consist of the Food Service Director, (b)(7)e assistant managers, and (b)(7)e supervisors. Food service staff is supported by (b)(7)e inmate food service workers. There are no ICE detainees assigned to work in food service. ODO verified staff and inmate workers receive medical clearances prior to assignment to food service.

Review of documentation confirmed the master cycle menu was certified as nutritionally complete by a registered dietician on April 12, 2012. A menu for the subsequent 12 months was approved by a registered dietician and ready for implementation on April 13, 2013. Three hot meals per day are prepared for approximately 2,400 inmates and detainees. A review of documentation confirmed medical diets are provided as ordered by healthcare providers, and detainee requests for religious diets are forwarded to the Chaplain for verification and approval. ODO reviewed documentation confirming a ceremonial meal schedule developed by the Chaplain is in place.

The facility has a satellite system of meal service. After meals are prepared in the kitchen, they are transported to six satellite serving lines located in the corridors outside the housing units. Detainees are escorted to the serving line, receive a tray, and return to the housing unit to eat. ODO observed serving of the noon meal on the first and second day of the inspection. Food temperatures were checked with a thermometer and confirmed to meet PBNDS requirements. A random tray was chosen from the serving line and sampled. The food items were consistent with the menu and found to be of good quality and taste. ODO noted the counter for serving detainees was constructed to separate and insulate hot foods from cold foods, but the sneeze guard was missing. ODO confirmed sneeze guards were missing from every serving line in the facility. ODO inspected the serving carts on the satellite serving lines and confirmed they also were not equipped with sneeze guards as required by the PBNDS (**Deficiency FS-1**). Sneeze guards shield food items from bacteria and viruses spread by sneezes and coughs.

No knives are used in the food service operation at CADC. A correctional officer supervises inventories and maintains all tools used in the kitchen. ODO confirmed monthly vermin and pest control treatments are completed. Documentation confirms food service supervisors complete daily sanitation inspections and submit the results to the Food Service Director. Pinal County Environmental Health Services in Florence, Arizona, conducted an annual external inspection of the CADC food service operation on February 12, 2013, and no code violations were identified. ODO found sanitation throughout the kitchen and serving line areas to be at an acceptable level. ODO confirmed temperatures of the coolers and freezers met requirements. ODO inspected the two dry storage areas and verified products were properly stored.

STANDARD/POLICY REQUIREMENTS FOR DEFICIENT FINDINGS

DEFICIENCY FS-1

In accordance with the ICE PBNDS, Food Service, section (V)(D)(5), the FOD must ensure the serving counter shall be designed and constructed to separate and insulate the hot foods on the one hand and the cold foods on the other. A transparent "sneeze guard" is required.

GRIEVANCE SYSTEM (GS)

ODO reviewed the Grievance System standard at CADC to determine if a process to submit formal or emergency grievances exists, and if responses are provided in a timely manner without fear of reprisal. In addition, ODO reviewed the grievance logbook to determine if detainees have an opportunity to appeal responses and if accurate records are maintained in accordance with the ICE PBNDS. ODO interviewed staff and reviewed local policies and procedures, the detainee handbook, detention files, and grievance logs.

CADC has a policy and procedure in place requiring staff to respond to emergency grievances, including medical grievances, within 24 hours. CADC has a policy requiring all medical grievances be received by the health authority within 24 hours, or the next business day.

ODO confirmed no grievances were reported within the 12 months preceding this CI. CADC policy does not require medical grievances to be placed in individual medical files as required by the PBNDS (**Deficiency GS-1**).

STANDARD/POLICY REQUIREMENTS FOR DEFICIENT FINDINGS

DEFICIENCY GS-1

In accordance with the ICE PBNDS, Grievance System, section (V)(E), the FOD must ensure medical grievances are maintained in the detainee's medical file.