PURPOSE: To observe conditions and operations at Stewart Detention Center, Lumpkin, GA

SOURCE: Observations made during tour of Stewart Detention Center, Lumpkin, GA

SCOPE: The walkthrough focused on the control room, intake, segregation, recreation, kitchen, medical, law library, and housing at Stewart Detention Center in Lumpkin, GA.

CONCLUSION: Stewart Detention Center (SDC) is an Immigration and Customs Enforcement (ICE) facility run by CoreCivic (previously CCA). SDC housed 1905 male detainees during our visit. The facility is a subject to PBNDS 2011 and appeared to be generally safe, hygienic, and properly run at the time of our visit. However, we identified several areas of concern. Showers in the detainee housing areas lacked either hot or cold water and many showers were broken or moldy. Detainees reported water leaks in some housing units. Facility screening and search protocols of visitors and new detainees appeared lax. Some detainees reported harassment by staff, including religious-based harassment. The OIG hotline was found to be blocked in housing unit phones. The facility appeared to lack sufficient staff to maintain safety and security in certain areas. The kitchen lacked a proper system for tracking expired food, and the law library’s resources were outdated and/or irrelevant.

DETAILS:

General

Stewart Detention center is an Immigration and Customs Enforcement (ICE) facility run by CoreCivic (previously CCA). It houses 1905 detainees as of
February 7th 2017. Detainees range from ICE-classified low (no criminal history) to ICE-classified high and at times, national security cases. Stewart Detention Center is located in Lumpkin, GA.

**Entrance**

Visitors enter the facility through a main lobby. Guards sign in visitors, though inspectors were not required to provide photo identification when entering. Visitors are screened via a metal detector. Visitors are not issued badges or other means of marking their access to the facility.

Staff reported that the facility has not conducted meetings or retraining on entry procedures since the arrest of two employees for bringing contraband into the facility.

**Control Room**

The facility’s control room is staffed by at least 2 staff members 24 hours a day. Staff inside the room monitor cameras and control entryways. A control room access list is posted prominently outside the door. Cell extraction team gear is stored in a locker in the control room. The control room also maintains handheld camcorders. The control room has a large radio battery charger and is usually the hub for spare batteries. However, at the time of the inspection, the control room had no available spare batteries available for staff.

**Intake Area/Processing**

The detainee intake area consists of several holding areas and processing stations. Staff report that detainees generally arrive via bus and are then briefly screened by medical staff for emergent conditions. Detainees are then searched, screened, processed, issued clothing, and given a thorough medical screen including chest X-ray. Staff reported that the facility is operating against staffing policy and that often the female staff member is left alone to process male detainees. She reports that the lack of staff forces her to process detainees with reduced screening procedures. She reports this expedited screening is done to ensure medical is not held up.

Sometimes female staff report that they are unable to locate a male staff member to perform a hands-on pat down of male detainees. Therefore, female staff are only able to search detainees using other measures such as a handheld metal detector (magnetometer wand). Staff report that processing usually takes about 5 hours for a detainee, but during large surges of detainees, processing may approach 12 hours in length.

1 Alternative measures to screen incoming detainees, such as a magnetometer wand, would not detect non-metallic items, drugs, and other contraband that are security risks to the facility.
Hold rooms appeared clean and properly equipped.

**Housing**

Detainees are housed in housing areas with approximately 60-80 detainees to a pod. There are adequate numbers of showers and toilets. However, the shower facilities observed in some pods have significant mold growth. Some handles in shower units are also broken. OIG personnel observed that some pods have no warm water in either showers or sinks. Staff report this is an on-and-off issue and had been an issue for about a week. Detainees report the cold showers have been an issue for much longer.

Detainees also reported to staff that the issued mattresses were thin and often damaged. OIG personnel observed one damaged mattress. Detainees also reported medical treatment was delayed; one claimed he waited 6 days for a medication refill. Detainees reported a lack of soap and lotion. They claimed they only received shampoo. Detainees also claimed that the law library provided no assistance and that water leaks were common in the housing area, especially during rains storms. Detainees claim water damaged areas had recently been painted over. Detainees also reported harassment, foul language, and obstruction of religious practices by officers.

Detainees are housed by classification level. Posters on the wall indicate the number to reach the Office of Inspector General hotline, sick call procedures, sexual assault reporting, schedules, commissary, stamp ordering, and other policies. OIG personnel attempted to dial the OIG hotline number, but it was restricted on phones in two separate pods. A third unit (4-C) lacked an OIG poster at all.

The facility did have board games, television, movies, and video games for detainees.

**Special Management Unit (SMU)**

The special management unit housed 15 detainees as of the time of the inspection. The staff properly supervise the detainees. Detainee cells appear generally clean and appropriately furnished. Staff do not separate administrative and disciplinary segregation, but distinguish between the two through use of magnetic labels on the cells. Some SMU cells are also used to house detainees who are under the care of the medical staff.

Signatures on detainee forms indicate that medical staff visited detainees at least once a day. Some daily checklists for segregation documentation lacked precision – it was difficult to determine exactly what fielded was being checked off. There was no record that clergy visited any detainees in segregation.
The SMU law library was located in an unused SMU cell. It did have the required resources, but was austere. There was also a book cart containing non-legal reading material and a television that detainees could watch through their cell door. The recreation area was individual fenced yards with basketball nets.

**Recreation Areas**

The outdoor recreation facility is a large field enclosed within the facility. It features several soccer fields and a basketball court. Staff report that up to 550 detainees at a time attend outdoor recreation. Detainees are supervised by only 5 guards.

There is also a large field house which serves as an indoor recreation facility. It contains a large number of exercise bikes, pull up bars, and basketball hoops. The building also contains the facility library which is stocked with English and Spanish language books. There was a noted lack of Arabic language reading material. The gym is closed on Sundays.

**Visitation**

The family visitation area consists of several phones separated by glass partitions. Each booth has wooden partitions on either side to preserve privacy. Staff report they check the functionality of phones daily.

The legal visitation area has a similar set up, though the rooms are fully private and a small slit in the Plexiglas window allows the lawyer and the client to exchange documents.

**Kitchen**

The kitchen is staffed by detainees and overseen by food service contractors. The kitchen has a rotating menu approved by a dietitian. It also has a menu for kosher/halal diets. The kitchen generally appears to store foods at the appropriate temperature, and detainees and staff follow personal cleanliness practices such as hair and beard nets, as well as rubber boots to prevent slipping on floors. The normal menu is on a 5 week rotation.

Staff track special diet needs by a card system. The detainee hands their diet card to staff when picking up their meals and they are provided an appropriate non-standard diet. Detainees participating in religious fasts also have an option to be served extra food in the evenings.

When OIG personnel entered the kitchen, there were a number of hazardous water puddles on the ground. When inspecting the freezers and refrigerator food storage, few food items were tracked with an expiration date. *One set of kosher/halal meals was observed to have expired the previous day.* There is
also no mechanism to track how long frozen foods are left out to thaw. The facility, in lieu of tracking expiration dates, relies on a “first in first out” system.

Medical

The medical area includes several exam rooms, two negative pressure rooms, as well as a separate medical records area. The medical area is clean, but small for a facility of 2000 beds. However, staff report that an expansion is taking place over the next 18 months.

The medical facility is staffed 24/7, though care outside normal business hours is handled by nursing staff. The facility holds schedule 2 narcotics. There are shift counts twice a day. Normal operation hours are 0700-1930 on weekdays and 0700-1530 on weekends.

Law Library

The facility had a law library for detainee use. The library had nine computer terminals equipped with Lexis Nexus software. OIG personnel observed printers and copiers in the library. The paper guides are out of date and limited to just a few subjects (published in 2007, 2008, and 2009). Some of the guides do not apply to common immigration cases. For example, the only comprehensive guide was a reference for the spousal visa process.

Hallways and Thoroughfares

The hallways consistently appeared clean. Low level detainees moved through the facility with no visible escort. At times, it appeared that different risk level detainees were able to comeingle.
Adult Detention Oversight
16-047-ISP-ICE

Chief Inspector: [REDACTED], [REDACTED]
Preparer: [REDACTED], 2/22/2017
Review: [REDACTED], 2/22/2017

PURPOSE: To gather information from a CoreCivic investigator on the
detention conditions at Stewart Detention Center in Lumpkin, GA.

SOURCE: [REDACTED], [REDACTED], CoreCivic. Stewart
Detention Center, Lumpkin, GA.

OIG Participants: [REDACTED], DHS OIG Investigations
[REDACTED], DHS OIG Investigations

Date: February 9, 2016
Place: CoreCivic Conference Room, Stewart Detention Center, Lumpkin, GA.

SCOPE: The interview focused on various safety, security, and grievance
processes at Stewart Detention Center in Lumpkin, GA.

CONCLUSION: The facility has issues with the structure and setup of the
grievance policy/process. Many of the facility issues can be easily rectified with
better training and more staff.

DETAILS:

[REDACTED] is the [REDACTED] for Stewart Detention Center (SDC).

CoreCivic does not conduct strip searches per their policy. Immigration and
Customs Enforcement (ICE), Enforcement and Removal Operations (ERO) are
the only personnel allowed to conduct strip searches of detainees. As the
facility investigator, she has a very good working relationship with ICE ERO.

According to policy, ICE ERO Deportation Officers (DO) should be meeting once
a week with detainees; however, some of the DO’s meet with the detainees on a
regular basis and some do not. Detainees have the ability and right to submit
grievances directly to ICE for any reason; however, she is not aware of the ICE
policy for how grievances are handled by ICE once they are received. CoreCivic
grievances are handled by Ms. [REDACTED], who is the [REDACTED]. Mr.
[REDACTED], [REDACTED], CoreCivic, SDC, is the [REDACTED].
By policy, when a grievance is submitted, they should all be gathered and logged by [REDACTED]. [REDACTED] should notify [REDACTED] and [REDACTED] should assign a grievance investigator to conduct an investigation into the allegations. The only facility staff that should be assigning anyone to conduct a grievance investigation is the Warden, Assistant Wardens, (Mr. [REDACTED]) and (Mr. [REDACTED]). The policy on the grievance process and procedures should be known by the coordinator and a copy should be readily available for review purposes. The grievance process needs to be improved according to [REDACTED]. By policy, there needs to be a grievance committee and CoreCivic and SDC does not have a grievance committee which can sometimes lead to issues with the grievance process.

Use of force cases are not an issue at the facility. The last use of force case seen was in 2014. All use of force cases are reviewed and handled by the AW’s, Chief of Security, and ICE AFOD’s. Use of force case are investigated by CoreCivic, monitored and reviewed by ICE. When there is an allegation of facility staff misconduct, the facility investigator should be conducting an inquiry into the allegation. As it relates to facility security camera setup, there are some blind spots that need to be adjusted and corrected; which have been reported but have yet to be rectified.

The facility is experiencing issues with water getting into the housing units and detainee cells when there is rain, which has been reported.

PREA training needs to be a priority at the facility. Officer training consist of a receiving a cheat card but lacks in-depth training in the event of a PREA incident.

Drugs are continuously coming into the facility. It is believed that DO’s are directly responsible for smuggling drugs into the facility, which is evident by DHS OIG’s recent arrest of multiple employees for smuggling drugs into the facility.

The facility has a shortage of DO’s which makes it dangerous for the DO’s and the detainees. It has been reported that there are times that when housing units are understaffed for the number of detainees on the units at the time.
PURPOSE: To gather information on compliance with PBNDS standards at Stewart Detention Center (SDC) in Lumpkin, GA.

SOURCE: Mr. [REDACTED], CoreCivic, Lumpkin, GA.

OIG Participants: [REDACTED], DHS OIG Investigations

Date: February 9, 2017

Time: 11:18 a.m.

Place: Conference Room at the Stewart Detention Center (SDC).

SCOPE: The discussion focused on the basic information about the facility’s detention and procedural process.

CONCLUSION: Staff shortage is a safety concern for employees, additional cultural training and training in the grievance process is needed.

DETAILS:

Mr. [REDACTED] is a [REDACTED] for Stewart Detention Center (SDC). Mr. [REDACTED] indicated that he has a good working relationship with Immigration and Customs Enforcement (ICE) and advised that he is able to report any issue that arises to ICE that he believes needs to go up the chain for review. He added that ICE Deportation Officers (DO) were not making routine visits to the detention area often in the past but are now making more routine rounds more often and completing logs verifying when the rounds are conducted.

Mr. [REDACTED] stated that detainees can request a grievance be addressed by SDC staff. Detainees submit a grievance by placing a written grievance form in a box across from the chow hall. Mr. [REDACTED], a CoreCivic manager, is then responsible for reviewing the grievance and assigning it for investigation. The
detainee should be provided with a copy of the conclusion from the grievance coordinator. Mr. stated that the grievance process normally takes between 5 and 7 days. Mr. advised that an issue he sees related to the grievance process is that no training is administered by CoreCivic related to how a grievance should be addressed.

Mr. stated he was familiar with the facilities use of force policy and related that he has had a recent use of force incident in which a detainee threw a floor sign at him. Mr. stated the incident resulted in the detainee going to segregation. Mr. did not have any issue with the use of force policies and indicated that he has been provided use of force training.

Mr. advised that the majority of the SDC facility is monitored by cameras. He added that the camera system was updated approximately one year ago where the entire camera system was replaced throughout the facility. He further added that central control monitors the system 24 hours a day and recordings last approximately 6 months. The control room is a hub for the entire facility and can communicate with every area of SDC via intercom, landline and radio.

Mr. stated that in detainee housing three cells are searched per day in each unit and on shifts one and two, the third shift searches common areas. He added that no body searches are conducted but advised that there is a need to conduct additional searches. Mr. recommended that every 15th detainee should be searched leaving the chow hall. Mr. related that no strips searched are conducted at SDC.

Mr. advised that PREA training should be given to all managers; however, the facility has never undergone a PREA audit. Mr. believed that the facilities first audit will be conducted within the next few months.

Mr. described the segregation area at SDC as being allocated a four code system; level 100 being the worst violations and level 400 being the least. The current procedure is that when a detainee is going into segregation the ERT team transports the detainee to medical for evaluation then to the segregation area. He added that a level 100 offense can be issued up to 60 days in segregation, level 200 is a maximum of 30 days and level 300 is 72 hours.

Mr. was familiar with the classification system as SDC and was aware of detainees being misclassified at times. He explained that when the misclassification occurs in his opinion it is rectified quickly and it does not seem to pose an issue.

Mr. related that his biggest concern at SDC is staffing shortages which pose a risk to the staff's safety. Mr. stated that increased pay and recruiting could help mitigate this issue. Mr. also recommended that
cultural sensitivity training which was not being conducted currently could benefit the staff. Mr. explained that with a wide range of cultures present at SDC many staff members are unfamiliar with the different cultural belief systems and how to appropriately respond to different needs.
PURPOSE: To gather information on the classification process at Stewart Detention Center (SDC) in Lumpkin, GA.

SOURCE: Ms. [redacted] for CoreCivic, Lumpkin, GA.

OIG Participants: [redacted], DHS OIG Inspections and Evaluations, [redacted], DHS OIG Investigations

Date: February 7, 2017
Time: 2:00 p.m.
Place: Conference Room at the Stewart Detention Center (SDC).

SCOPE: The discussion focused on the basic information about the facility’s classification process.

CONCLUSION: Some detainee transfer files arrive at the facility a day or two after the detainees, resulting in delays during intake as well as errors in classification and therefore constitute a violation of PBNDS 2011 standard.¹

DETAILS:

Ms. [redacted] is the [redacted] for Stewart Detention Center. [redacted]. Ms. said that for proper classification process, the following should happen:

A detainee arrives at the facility with a transfer file from a previous facility, or a transfer file arrives prior to the detainee. A transfer file can include DHS forms I-203, I-213, and I-216,² which assist an intake officer in making classification determinations. A transfer file may generally contain classification level that

¹ PBNDS 2011, Custody Classification standard, “The initial classification process and initial housing assignment shall be completed within 12 hours of admission to the facility. If the process takes longer, documentation shall be maintained to explain the cause of the delay and to indicate that the detainee shall be housed appropriately.

² Form I-203 – Order to Detain or Release;
Form I-213 - Record of Deportable Alien;
Form I-216 - Record of Persons and Property Transferred.
ICE had previously assigned to a detainee or other documents showing criminal history.

According to Ms. [redacted], such transfer file is crucial for the intake process. A CoreCivic intake officer needs the documents in the transfer file to fill in a worksheet using a special set of scores that take into consideration detainees’ criminal history or the absence of criminal history. The classification levels assigned range from “Low” for the detainees without criminal history to “Medium and Medium High” for the detainees with misdemeanors, and “High” for those who committed felonies. Low level detainees are given blue uniforms to wear, those with medium classifications wear orange uniforms, and those with high wear red uniforms.

Ms. [redacted] said that in the past, the facility typically received the transfer files the day before or the morning of detainees’ arrivals. However, Ms. [redacted] was concerned because about five months ago, the trend started when detainees arrive to Stewart without transfer files; those files arrive a day or two after the detainee. According to Ms. [redacted], “this is a big problem” because when a transfer file arrives later than the detainee, an intake officer cannot classify detainee timely. The facility has 12 hours to complete the intake and according to Ms. [redacted], any time the criminal history arrives a day later, the facility is prone to violating the standard and can make erroneous classification decision. Often the facility staff has to put detainees without paperwork in transitional empty units and wait till transfer files come to properly classify them.

Ms. [redacted] said that because of these delays with transfer documents, Stewart housed felons in low-level housing units and had non-criminal detainees in high-level housing units. When asked how often this occurs, Ms. [redacted] said “three of four times a week.” She added that she had to write an e-mail to the staff at Stewart because this issue was very disconcerting to her.

[Inspector’s note – a partial copy of the e-mail is below:]

From: [redacted]
Sent: Monday, February 06, 2017 10:16 AM
To: ...
Subject: WRONG UNIFORMS
Importance: High

Please finish all steps of doing classifications. When you have a detainee that his level has changed, please be prompt and put him in the correct uniforms. **We have 'non-criminals' housed with felons. We have felons housed with 'non-criminals'.** This is against policy, a finding with auditors, and a very serious accident waiting to happen. If you are not available to do this when you finish classifications, then please have someone to escort him to Intake to get his correct uniforms and re-housed if necessary.

Thank you,
Ms. [redacted] blamed the recent delays in receiving transfer files on ICE ERO [redacted], Mr. [redacted]. According to her, “before he started running the operations, everything was running smoothly.” Ms. [redacted] said that Mr. [redacted] proposed that CoreCivic staff be trained on using ICE computers and learning how to extract arrest history from ICE system, but “that would be just more work for us,” Ms. [redacted] said. Ms. [redacted] said it would be great if things went back to how they were before - when the facility consistently received records on time.

Ms. [redacted] said that every 60-90 days, the classification staff reclassify detainees using the standard scoring worksheet, but “99 percent of the initial classifications stay the same.” When detainees appeal/grieve their classification level, the officers research all the pertinent information there is on the detainee and provide a response whether or not the grievance has merit.

When asked what suggestions Ms. [redacted] had, she said that getting the transfer paperwork in a timely manner is necessary, because the delays “are a ticking bomb” and “we are often out of compliance with timeliness on intake.”
PURPOSE: To assess the conditions at the Stewart Detention Center (SDC) in Lumpkin, GA and to gather information on ICE ERO operations and oversight.

SOURCE: Mr. , , Immigrations and Customs Enforcement (ICE), Enforcement and Removal Operations (ERO), Lumpkin, GA.

OIG Participants: , DHS OIG Inspections and Evaluations, , DHS OIG Inspections and Evaluations, , DHS OIG Investigations, , DHS OIG Investigations

Date: February 8, 2017
Time: 10:30 a.m.
Place: Conference Room at the Stewart Detention Center (SDC).

SCOPE: The discussion focused on the basic information about the facility and how ICE performs its operations and oversight.

CONCLUSION: ICE ERO is severely understaffed in Stewart facility. In addition, there is a problem with turnover among the officers. There is a concern with some transfer manifest documentation arriving at the facility after the detainees, resulting in delays as well as errors in classification.

DETAILS:
Mr. said that Stewart has challenges due to isolated location, which affects a host of issues – understaffing in the ranks of CoreCivic staff, understaffing and turnover among ICE ERO staff, and long distance for outside medical care. Also, Stewart has a very diverse detainee population and ICE tries various ways to work their deportation cases more effectively, sampling various approaches. For example, ICE ERO used to concentrate on housing units, where a DO had a specific unit he or she worked with, then ICE switched to a system where a DO had detainee docket from a specific geographic region, such a Asia or Africa, and currently ERO is back to Unit-
centric operations. All these recalibrations are done to try to eliminate undue delays in moving cases forward, which a concern at Stewart, according to Mr. 

Mr. [REDACTED] said that another serious concern is a delay of/lack of charging documents from sending correctional or detention facilities at the time of intake process at Stewart. When a detainee goes through intake at Stewart, the facility assigns classification level to detainees based on their criminal history. Ideally, the charging documents from previous detention or correctional institution arrive to the facility before detainee or with the detainee, but Mr. [REDACTED] said some sending facilities are “a day or two” late with the crucial background information that could facilitate more accurate and timely classification. As a result, the facility has to wait on performing any final classification while housing those detainees in temporary units or sometimes prolonging the processing in the intake area. Also, because of such delays, classification process is prone to errors.

When asked why ICE ERO at Stewart receiving the detainees without proper paperwork, such as I-213s or charging documents, Mr. [REDACTED] said that “they recently received 180 bodies without paperwork and it was a mess,” stating that since “Secure Communities fired back up” it has been a lot busier. He also said that “delays in files have always happened – this is an old problem he inherited,” adding that “he absolutely needs transfer manifests and I-213s in advance for smoother classification.” (See Follow up section below). Mr. [REDACTED] said he proposed for some CoreCivic contract staff to have “read only” access to ICE’s EARM system to allow the facility to classify detainees as they arrive even if the paperwork is late, because the same records are in the EARM. However, CoreCivic’ management said “no” to the idea.

Mr. [REDACTED] pointed out that ICE does not have a standalone address at Stewart and everything has to go through CCA (CoreCivic) mailroom and that delay in receiving some of the consular documents happen because the CCA mail room is so busy and hectic. He gave an example of one “easy to remove” Mexican detainee who stayed at Stewart for 87 days because some paperwork needed for deportation was lost in CCA mailroom.

Mr. [REDACTED] also said that currently Stewart is at operational capacity – 1916 detainees are housed here and that he could not even house “any new arrivals.”

Mr. [REDACTED] mentioned that Stewart is not a good facility for housing “national security cases” because they do not have proper security personnel or equipment to move such detainees if needed. Mr. [REDACTED] also said the facility cannot handle prolonged hunger strikes.

Mr. [REDACTED] said that CCA lacks staffing. He said “I am not sure of the detainee
to staffing ratio, but warden knows this is a problem.” Mr.  said that the pay to the contract officers is “too low.” Mr.  reiterated that ICE ERO staffing is also very low, he said that on his staffing model he has 70 employees, but now there are total of 35 ICE ERO officers working at Stewart. (See Follow up section below). He gave an example how busy they are, saying that he has two officers responsible for handling Criminal CAP program that feeds criminal aliens from 40 counties into the facility.

When asked about whether DO officers at Stewart visit housing units often to meet with the detainees assigned to their docket, Mr.  said that officers are supposed to visit their detainees once a week, but with the turnover some visits might not be happening. He also said that some of his officers are very proactive and keep good logs of their visits, and some could improve how they do it.

When asked why there are delays in removing those detainees who have signed their order of final removal, Mr.  said that there is definitely a problem removing those detainees who need commercial flights more timely. He clarified that it takes on average three weeks to receive a seat for “commercial flights” detainees. He added that “even charter flights to Central America have delays – ICE have to wait to fill up a flight completely, and then sometimes removing groups of women and children takes priority and as a result male detainees have to be bumped of the flights and wait again for a seat.” Mr.  said it might take weeks to remove somebody “even to Central America, even when their travel paperwork is in order.”

Mr.  elaborated on ICE ERO staffing issues and high attrition/turnover – he said “his most senior guys have only a few months on a job” because everyone goes elsewhere in a country to work once they “get their foot in the door.” Mr.  said that Atlanta office is trying to have an initiative where ICE recruits only locally and the new officers sign mandatory stay agreement for a couple of years. He said something like that would really help.

Mr.  said that there is finally a Detention Service Manager (DSM) at the facility and that ICE is training two officers this week who will staff “compliance unit” at Stewart upon their return from training. Mr.  is hopeful that some problems at Stewart will be easier to tackle with the DSM.

Follow up e-mail answers from Mr.  received on 2/17/17:

Can you send us a number of the current ICE vacancies at the facility?
Mr.  We currently have 31 officers and currently have approximately 13 unfilled positions. Additionally, no DSM for the last 3 years. The recently hired DSM will be out for a while due to injury.
Can you list the facilities that are late with the incoming detainee paperwork needed for intake processing?

Mr. [REDACTED] The primary delivering office is Savanah, GA. Attached are the cases that arrived at Stewart without files or charging documents between October 11, 2016 to December 16, 2016.

Any reasons why these facilities are late?

Mr. [REDACTED] I don’t have an answer for this. I know that this was condoned by former upper management, retired former FOD [REDACTED], as we tried to have that matter resolved at different levels of management. So much so that I personally reported the matter to the Joint Intake Center year ago for inquiry. The JIC report was downgraded to a management inquiry, thus, a perpetual circle without resolution. FOD [REDACTED] took the AFOD position prior to retirement with oversight over the Savannah office. The acting FODs that came after appeared to be reluctant to address the situation with AFOD [REDACTED]

Any examples how that affected your operations?

Mr. [REDACTED] The lack of files adversely affected operations as detainees stays were unnecessarily prolonged as their proceeding or removals were stalled upon arrival and lack of I-213’s etc. for classifications etc. For specific examples you can query any one of the attached cases in EARM to see their chronicled case work.
PURPOSE: To assess the conditions at the Stewart Detention Center (SDC) in Lumpkin, GA.

SOURCE: Mr. , Immigrations and Customs Enforcement (ICE), Enforcement and Removal Operations (ERO), Lumpkin, GA.

OIG Participants: , DHS OIG Inspections and Evaluations, , DHS OIG Investigations, DHS OIG Investigations

Date: February 8, 2017
Time: 9:30 a.m.
Place: Conference Room at the Stewart Detention Center (SDC).

SCOPE: The discussion focused on the basic information about the facility and how ICE performs the oversight.

CONCLUSION: ICE ERO staffing is “stretched thin” at Stewart and there is “a revolving door” when it comes to attrition. Mr. is not always notified of maintenance issues or equipment malfunctions at the facility. Having a Detention Service Manager should help “tremendously.”

DETAILS:

Mr. serves as a compliance unit, which will have Ms. performing DSM functions and two officers (currently in training) ensuring that PBNDS are followed by the facility.

When asked about staffing, Mr. said both CoreCivic facility and ICE ERO need more staff. Mr. commented that CoreCivic requested funding
for 13 additional guards. When asked whether Stewart had trouble hiring, Mr. said “yes, mostly because the pay is low and also because of this area.” He said that “wage determination has not been done since 2013.”

As far as ICE ERO staffing, Mr. said that Stewart is “a revolving door,” and that “we get an ICE officer here for two months and then they are gone.” He also explained that there are approximately 40 people working for ICE ERO at Stewart, but a staffing plan for the facility lists 72 positions. He said that there is a need both for ICE officers and for admin/mission support positions. Mr. also added that “the new guys do not have the training.”

When asked whether Mr. is aware of the grievances that detainees submit, he said that he gets e-mails from Core Civics Unit managers about the submitted grievances, “sometimes 10 or 15 complaints a day,” but he does not have time to read through those thoroughly or analyze them.

When asked whether Mr. was notified of any recent problems with flooding in some housing units, or mold that was being painted over, or any ongoing issues with cold and hot water for showers, he said “no.”

Mr. reiterated that he is too busy with on-going contract issues, especially with the current renovations and expansion of the medical unit and that ERO at Stewart is really hurting because of insufficient staff.
PURPOSE: To gather information from a detainee on detention conditions at Stewart Detention Center in Lumpkin, GA.

SOURCE: [Redacted], Stewart Detention Center, Lumpkin, GA.

OIG Participants: [Redacted], DHS OIG Inspections and Evaluations

[Redacted], DHS OIG Investigations

Date: February 7, 2016
Time: 2:55 p.m.
Place: Stewart Detention Center, Lumpkin, GA.

SCOPE: The interview focused on the condition and treatment of detainees at Stewart Detention Center in Lumpkin, GA.

CONCLUSION: Detainee [Redacted] has serious concerns about detainee treatment and conditions at Stewart.

DETAILS:

Detainee [Redacted] reports that unit 4-C has mold on the walls and in the showers. He claims this is caused by water which leaks from the ceiling during rainstorms. Mr. [Redacted] also reports that cell 105 floods during rainstorms and he can hear a leaking pipe inside one of the cell walls. Mr. [Redacted] indicated he has not written a grievance complaining about this but has verbally told detention officers assigned to his housing unit.

Mr. [Redacted] claims the staff's attitude is poor; that they use profane language at times. He singled out Counselor [Redacted] as particularly egregious.

He reports that there does not seem to preferential treatment given to one housing unit over another. He also does not see favoritism among detainees and staff.
Mr. described how he had a job as a prison barber, and that at one point he turned in two of his three jumpsuits for cleaning. However, the cleaning process took over a week, forcing the detainee to live and work wearing a single set of clothes. He requested a second set of clothes or a clean change of clothes from a staff member, stating he could not perform his work without clean clothes. Mr. reported that the staff fired him from his job due to “refusing to work”. Mr. then filed a grievance against the staff member. He reported that he had to repeatedly ask for a copy of the grievance and it took almost 6 weeks to receive a copy of his grievance.

Mr. also reports that the facility requires that detainees make their beds. When he failed to make his bed one morning, he reported that he lost his commissary privileges for several weeks.

Mr. sees has seen his deportation officer twice and sees ICE once a week. He claims that it takes nearly 8 weeks from the time he files a complaint to see an ICE officer.

He also reports that it has taken 10 weeks to get off site to receive a chest X-ray.

The food, Mr. reports, is carbohydrate heavy and causes gastrointestinal issues. He reports occasionally Muslim detainees miss prayer do to count and staff might make snide comments. He claims generally grievances are not dealt with properly. He also reports long wait times for necessities like toilet paper or batteries.

Attending religious service is allowed but some Muslim detainees complain of not being allowed to make it to Prayer on time. He has not experienced any visitation issues. Has access to the law library. Has not been strip searched, physically or sexually abused but has experienced some verbal abuse from detention officers. The biggest daily issue is the need to receive toiletries in a timely manner.
PURPOSE: To gather information from a detainee on detention conditions at Stewart Detention Center in Lumpkin, GA.

SOURCE: A no. Stewart Detention Center, Lumpkin, GA.

OIG Participants: DHS OIG Inspections and Evaluations, DHS OIG Investigations

Date: February 7, 2016
Time: 3:45 p.m.
Place: Stewart Detention Center, Lumpkin, GA.

SCOPE: The interview focused on the condition and treatment of detainees at Stewart Detention Center in Lumpkin, GA.

CONCLUSION: Detainee's on housing unit experiencing hot water issues and issues receiving toiletries.

DETAILS:

Mr. believes that medium and high-risk detainees are treated better at the facility because they “fight for their rights”. He states that the water temperature cannot be controlled, and that the cold water is extremely cold. He also reported that the facility lacked heat in December.

Mr. stated that a pod-wide protest to get heat took place that resulted in the entire facility being pepper sprayed. This included Mr. unit, which did not take part in the protests.

Detainees who do not speak English are treated poorly. He reports that staff often shout at non-English speaking detainees for not knowing the rules. When Mr. objects, staff reportedly respond “he [the non-English speaker] knows what I want”.

Page 1 of 2
Mr. reports he has received a facility guidebook. He also reports a positive relationship with his deportation officer. He reports he can use the phone, but that phone use requires a phone card.

Mr. describes the nurses as “some good, some bad”. He claims that he and other detainees require multiple visits to the clinic in order to get medicine. He expressed dislike for the facility’s food and claimed kitchen staff reheat food.

He claimed that Haitian detainees will pray loudly and that a staff member—Officer—order them to quiet down. Mr. claims Somali detainees fight more aggressively for their right to practice their religion.

The law library is easily accessible, and he has not been the victim of sexual abuse or harassment. He reports he was strip searched at county jail, but not since arriving at Stewart. He is allowed regular access to the law library as well as visitation time to meet with visitors.

Mr. stated he did not know what a grievance form was.
PURPOSE: To gather information from a detainee on detention conditions at Stewart Detention Center in Lumpkin, GA.

SOURCE: A no. Stewart Detention Center, Lumpkin, GA.

OIG Participants: DHS OIG Inspections and Evaluations, DHS OIG Investigations

Date: February 7, 2016
Time: 4:05 p.m.
Place: Stewart Detention Center, Lumpkin, GA.

SCOPE: The interview focused on the condition and treatment of detainees at Stewart Detention Center in Lumpkin, GA.

CONCLUSION: Detainee has serious concerns about detainee treatment and conditions at Stewart.

DETAILS:

Mr. advised that he has made several written request to speak with an ICE supervisor regarding his case, however every time he files an ICE grievance against his deportation officer, the deportation officer gets the grievance and confronts him about it. He believes that the ICE grievance he filed is not making it to the ICE supervisor per his request to speak with them.

He reports that his privileges are “normal”. He does report that as a kitchen worker, he was at times ordered to serve expired or moldy food. He stated that he identified loaves of bread which were moldy and the staff simply removed the obviously spoiled slices and continued serving the bread. He also claims the milk at the facility is bad. He attributes the serving of expired food to the food being removed from the original packaging with expiration dates.
Mr. states that he was provided the handbook. He states that many of
the guards appear under-educated. He claimed one struggled to count the
number of detainees in the pod. He named Officer as an unprofessional
staff member.

Mr. stated that he needed a phone card to call his lawyer and that
there are sometimes arguments over prayer times for Muslims. He also
reported that he had staff grab his genitals as part of a search of kitchen
workers accused of stealing peanut butter. Mr. reports library access is
good, but the one hour of visitation time is too little. He reported he is not
experiencing any verbal, physical or sexual abuse by detainees or staff.
Audit Step\Purpose: To gather information from a detainee on detention conditions at Stewart Detention Center in Lumpkin, GA.

Source: [redacted], A no. [redacted]. Stewart Detention Center, Lumpkin, GA.

OIG Participants: [redacted], DHS OIG Inspections and Evaluations
[redacted], DHS OIG Investigations

Date: February 7, 2016
Time: 2:55 p.m.
Place: Stewart Detention Center, Lumpkin, GA.

Scope\Methodology: The interview focused on the condition and treatment of detainees at Stewart Detention Center in Lumpkin, GA.

CONCLUSION: Detainee [redacted] has serious concerns about detainee treatment and conditions at Stewart as well as ICE officers not being accessible on a regular basis. He also had a concern about not being removed from the country timely after having already signed final order of removal.

DETAILS:

Before Mr. [redacted] spoke about detention conditions at Stewart, he said that on June 17, 2016, he signed his final order of removal, giving up on fighting his case and ready to be repatriated to Liberia. He raised a concern, “Why am I still here?” He said he was taken to the Liberian Consulate two times and did not know why he has not been deported yet. He explained that his lawyer told him that “to be in detention this long after agreeing to be deported is not legal,” Mr. [redacted] added that, “I know it is against some kind of law to still be here after December 16, 2016, because I signed the deportation order six months prior.” Mr. [redacted] said that he has not seen his deportation officer in two weeks and does not know what is going on with his deportation.
When asked about the intake and orientation process, Mr. [redacted] said he received the handbook, but nobody could answer his questions when he needed clarifications. He said that in his unit the video about Stewart facility is played every Tuesday.

Mr. [redacted] explained that in the past there have been months where he had no visits from any ICE officers who knew about his case; “there was a new officer assigned to my case every month and they did not know what is going on.” He said that some ICE officers visit their detainees once a week, but others are visiting only every other week. He said “his ICE officer” visits once every two weeks.

Mr. [redacted] said that it is “useless to complain” and that he filed grievances before, but never got a response. When asked what the grievance was about, Mr. [redacted] said he was climbing down from a top bunk and hit/injured his knee. Initially he received a muscle relaxer for the pain, but the pain was not going away and he kept asking for days for some other treatment, but all he was offered is more muscle relaxers. He said “it took a while to get a bottom bunk.” He also noted that “I do not understand how they assign bunks, because somebody in a wheelchair was assigned a top bunk in his unit and it did not make sense.”

When asked about food, Mr. [redacted] said that the food “is horrible.” He said “we often do not get what is listed on the menu.” Also, “everything is burned and the meats are burned and browned to the point that it is hard to recognize what it is.” Mr. [redacted] said that he is on a special “no acid” diet and described the process for submitting the request and receiving medical “special diet card” as easy.

Mr. [redacted] said that visitation hours should be longer. He said there were instances when he was not able to use the whole hour. Also, according to Mr. [redacted] the fact that there are no exceptions to “no contact” visitation “is wrong.” He explained that while he was in detention, his pregnant wife has given birth, and when she brought the baby, “he could not even touch it.” He added that “my child is going to be one year old soon and I have never touched him.”

Mr. [redacted] said that he visits the law library regularly and thinks that the law library hours and computers are good, but complained that the reference information at the law library is “not up to date.”

When asked about the treatment he receives from the detention staff, Mr. [redacted] said “some officers are just mean and speak to us the way nobody should speak.”
Mr. [redacted] said that he had problems receiving mail before. He said that “there is some kind of confusion with Stewart’s address and it is not clear whether the senders need to use 146 CCA Road address or some PO Box address.

As far as physical living conditions, Mr. [redacted] listed the following:

• The main hallways smell bad and moldy;
• His unit 4-C has mold on the walls and in the showers;
• His unit 4-C floods during rains and there were instances when he stepped in puddles of water in the morning;
• During rainstorms, the facility staff brings buckets to collect water from the cracks;
• The facility staff used glue on the floor cracks before to stop water from seeping through;

When asked whether he could participate in religious practices, Mr. [redacted] said, “Muslim people are taken late to prayer.”

Mr. [redacted] remembered that when he was going through intake, it took 32 hours. He said “it was very slow and there was obviously not enough staff.”

He also reports long wait times to use a microwave oven in his pod; he said “you have 88 people who mostly eat commissary items and only two microwaves.”

He also said that the shower barriers are too low and do not provide privacy; since there are mostly female officers guarding the detainees, it becomes uncomfortable to use a shower because “female officers can look into a shower.” He is also aware of detainees at this facility not being quickly provided, or sometimes not at all, basic hygienic supplies such as toilet paper, shampoo, soap, lotion, toothpaste, etc.
**PURPOSE:** To gather information from a CoreCivic grievance coordinator on the grievance process and detention conditions at Stewart Detention Center in Lumpkin, GA.

**SOURCE:** [Redacted], CoreCivic. Stewart Detention Center, Lumpkin, GA.

**OIG Participants:** [Redacted], DHS OIG Inspections and Evaluations; [Redacted], DHS OIG Investigations.

**Date:** February 7, 2016

**Time:** 1:55 p.m.

**Place:** [Redacted], Stewart Detention Center, Lumpkin, GA.

**SCOPE:** The interview focused on the detainee grievance process and detention conditions at Stewart Detention Center in Lumpkin, GA.

**CONCLUSION:** The grievance process allows detainees to submit concerns to CoreCivic leadership.

**DETAILS:**

[Redacted] is the [Redacted] for Stewart Detention Center. She reports that she handles only non-medical grievances and that detainees are able to request grievance forms from any staff member. Staff are instructed not to ask about why a detainee is requesting a grievance form. Detainees are able to place written grievances in a grievance box across from the dining area. She is the only staff member in possession of a key to the grievance box. She retrieves grievances from the box daily. When she is not on duty, an associate warden can sign out a key for the grievance box from key control.

Once she receives the grievance forms, she assigns each grievance a tracking number and logs the grievance in a digital tracker. She works with the associate warden to assign an investigating officer for each grievance. This is usually a supervisor from a unit un-affiliated with the complainant or the subject of the grievance. Particularly serious grievances are assigned to an associate warden.
Officer reports that the most common grievances are staff misconduct. Two examples she gave were officers turning their radios up too loud and officers not answering detainee questions. Officer reports that the second most common type of complaint is religious in nature. She also reports that illiterate detainees are told to ask for help writing grievances from other detainees. They are told this during town-hall meetings. She reports that she does not see detainees filing maintenance-related grievances.

Once the designated investigator has investigated the grievance, Officer processes the grievance and returns it to the detainee where they are given the option to sign for a copy of the grievance. The detainees can also file an appeal by filling out a box on the original grievance form. The next level of appeal is the warden.
PURPOSE: To gather information from a US Public Health Service Officer regarding the medical care and operations at Stewart Detention Center in Lumpkin, GA.

SOURCE: [Redacted], US Public Health Service. Stewart Detention Center, Lumpkin, GA.

OIG Participants: [Redacted], DHS OIG Inspections and Evaluations
[DHS OIG Inspections and Evaluations]
[DHS OIG Investigations]

Date: February 8, 2016
Time: 3:05 p.m.
Place: Room 105, Stewart Detention Center, Lumpkin, GA.

SCOPE: The interview focused on medical care and medical operations at Stewart Detention Center in Lumpkin, GA.

CONCLUSION: The facility provides detainees with an acceptable level of medical care, but the HSA pointed out numerous vacancies for medical staff and limited community resources for mental or serious emergency care.

DETAILS:

Mr. [Redacted] is the for the Stewart Detention Facility in Lumpkin, GA. [Redacted]

Mr. [Redacted] reports chronic shortages of almost all medical staff positions. He reports the facility staffing levels are as follows:

18/25 Registered Nurses
8/11 Licensed Practical Nurses
2/3 Licensed Clinical Social Workers
0/1 Psychiatrist
1/2 Medical Doctors
The facility covers their shortage of mental health professionals by leaning heavily on the remaining licensed clinical social workers (LCSW) and on tele-psychiatry calls from doctors at Krome or other sites. Mr. [REDACTED] also reports that the requirement that all staff have a Georgia license to provide care further impedes hiring to fill positions.

Mr. [REDACTED] reports that when medical detainees are kept in the segregation unit cells, they are provided with all the privileges of a detainee housed in the medical area. Those detainees in segregation for administrative or disciplinary reasons are provided with daily medical or mental health checks.

Mr. [REDACTED] reports that the facility has 15-20 hunger strikes a year, but that only a handful reaches the 9 missed meals which constitute an “official” hunger strike. He reports that CoreCivic does not track if a detainee refuses a meal.

Detainees can be authorized outside medical care. This includes care from specialists in cardiology, respiratory specialists, gastroenterologists, ophthalmologists and others. Mr. [REDACTED] reports 10-20 detainees a week leave the facility for outside medical care. He stated that while most appointments are timely, sometimes it can take over 30 days to see an outside provider. Mr. [REDACTED] reported that if a detainee a seen a 3rd time it is reclassified as mid-level in their system for better tracking and oversight.

He reports that in the local area, there are too few mental health treatment centers. Most detainees who require more mental health care than the facility can provide are sent to other ICE facilities such as Columbia Care or Krome. Also, if there is a serious medical emergency, only a few community resources are available; he recently had two local hospitals refuse to take a detainee with an urology issue.

Mr. [REDACTED] reports that the current sick call process will be changed once CoreCivic hires more officers. Currently, detainees request sick call appointments at 4am, before breakfast. They are then scheduled for an appointment the same day. In the event of an emergency, CoreCivic employees will contact medical staff and medical staff take the detainee to the medical area, or if necessary call an ambulance. Mr. [REDACTED] admits that Stewart county’s rural makeup means that there is an extreme shortage of ambulance services.

Mr. [REDACTED] reports that the facility has experienced an increase in incidence of scabies, with 5 cases being treated. The normal rate is one or two cases a week. He believes that the problem is not hygiene related, as poor hygiene would result in far more widespread cases of scabies.
The medical intake procedure is generally as follows: Detainees are given a brief screen for emergencies when they come off the bus. Once they are searched and in processed, the medical staff perform the full screen. The screen includes a chest X-ray, medical history, medications taken, height, weight, and blood pressure. Mr. [REDACTED] reports that 99% of initial medical screens are complete in 12 hours. All detainees receive a complete physical within 14 days of arrival. Detainees who are identified as being medically at risk are given physicals much earlier, usually the following day.

Mr. [REDACTED] reports that the majority of detainees arrive with their medical files and transfer summaries intact, but county jails struggle to provide timely files.

Mr. [REDACTED] reports that in instances of sexual assault/harassment allegations his office provides mental health screens to victims and perpetrators. Also the staff ensures victims are treated at hospitals as needed. He reports that he sees far more allegations of sexual harassment than sexual assault allegations.

Mr. [REDACTED] reports that one of the facility’s biggest issues is under-communication. There are often significant time gaps before the medical office is notified of detainees breaking hunger strikes, fall incidents, and others.
Please save.

From: [mailto @corecivic.com]
Sent: Tuesday, February 07, 2017 2:40 PM
To: [b][6]
Subject: FW: WRONG UNIFORMS
Importance: High

Please finish all steps of doing classifications. When you have a detainee that his level has changed, please be prompt and put him in the correct uniforms. **We have 'non-criminals' housed with felons. We have felons housed with 'non-criminals'.** This is against policy, a finding with auditors, and a very serious accident waiting to happen. If you are not available to do this when you finish classifications, then please have someone to escort him to Intake to get his correct uniforms and re-housed if necessary.

Thank you,
(i) This e-mail and any files transmitted with it are confidential and intended solely for the use of the intended recipient(s). If you have received this e-mail in error, please notify the sender immediately and delete this e-mail and any associated files from your system. (ii) Views or opinions presented in this e-mail are solely those of the author and do not necessarily represent those of CoreCivic. (iii) The recipient should check this e-mail and any attachments for the presence of viruses. The company accepts no liability for errors or omissions caused by e-mail transmission or any damage caused by any virus transmitted by or with this e-mail. This email has been scanned for content and viruses by the McAfee Email Security System.
Good Afternoon Ms [Blank]

Issue #1: Stewart has one vacancy. However, there are six people who have been tentatively selected (5 officers and one support staff) and have not been given an enter on duty (EOD) date, and one officer awaiting to EOD (3/6). In addition, one officer just graduated from the academy (2/16), there are three officers in the academy, and two who are at Stewart but awaiting an academy dates.

Issue #2: Please see the attached.

Thanks,

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Field Office Director | Atlanta Field Office
Department of Homeland Security | U.S. Immigration and Customs Enforcement | Enforcement and Removal Operations
Atlanta, GA 30303

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Hello Mr. [Blank]

I am the Lead Inspector who represented DHS OIG spot inspection team at the Stewart facility a couple of weeks ago. Thanks for making time to join us on the phone when we did a brief-out.

We are reaching out to follow up on two issues:

1. Would you let us know how many vacancies does ICE ERO have at Stewart? We wanted to confirm the number of ICE ERO vacancies at Stewart because we heard quite a range of numbers – from 13 to 40.

2. Regarding one of the grievances we cited about an alleged discrimination of a Muslim detainee (Grievance No.: 001324, submitted on 10-24-16; another number on it was 2016-2505-00248G) - you mentioned that ICE might have looked into it and that the guard was fired. Was it ICE OPR that looked into it? We would like a confirmation,
if possible, that ICE was involved into resolving this grievance. If it was not this particular grievance, would you refer us to the case you mentioned during our brief-out?

Thanks again! Let me know if you have any questions or comments.

Respectfully,

Supervisory Inspector, Office of Inspections and Evaluations
Office of Inspector General
Department of Homeland Security
Office: 202-254-
Cell: 202-491-
@oig.dhs.gov
My responses to your questions:

Can you send us a number of the current ICE vacancies at the facility? We currently have 31 officers and currently have approximately 13 unfilled positions. Additionally, no DSM for the last 3 years. The recently hired DSM will be out for a while due to injury.

Can you list the facilities that are late with the incoming detainee paperwork needed for intake processing? The primary delivering office is Savannah, GA. Attached are the cases that arrived at Stewart without files or charging documents between October 11, 2016 to December 16, 2016.

Any reasons why these facilities are late? I don't have an answer for this. I know that this was condoned by former upper management, retired former FOD, as we tried to have that matter resolved at different levels of management. So much so that I personally reported the matter to the Joint Intake Center year ago for inquiry. The JIC report was downgraded to a management inquiry, thus, a perpetual circle without resolution. FOD took the AFOD position prior to retirement with oversight over the Savannah office. The acting FODs that came after appeared to be reluctant to address the situation with AFOD.

Any examples how that affected your operations? The lack of files adversely affected operations as detainees stays were unnecessarily prolonged as their proceeding or removals were stalled upon arrival and lack of I-213's etc. for classifications etc. For specific examples you can query any one of the attached cases in EARM to see their chronicled case work.

Who at the facility is notified when a complaint against a Core Civics employee or an ICE officer is going to be investigated by ICE? No one at the facility, that I'm aware off, is notified regarding pending investigations.

What is the e-mail for you Atlanta FOD (who was on the line when we did the out-brief)? 

@ice.dhs.gov
Hello,

Thanks again for talking to us last week. I wanted to reach out and see if we can confirm some facts we discussed as well as ask you some additional information about Stewart Detention Center:

Can you send us a number of the current ICE vacancies at the facility? Can you list the facilities that are late with the incoming detainee paperwork needed for intake processing? Any reasons why these facilities are late? Any examples how that affected your operations?

Who at the facility is notified when a complaint against a Core Civics employee or an ICE officer is going to be investigated by ICE?

What is the e-mail for you Atlanta FOD (who was on the line when we did the out-brief)?

Thanks again!

Respectfully,

Supervisory Inspector, Office of Inspections and Evaluations
Office of Inspector General
Department of Homeland Security
Office: 202-254
Cell: 202-491-4823
@oig.dhs.gov
LCDR can you please provide the dates (if known when each fore below became vacant).

Also, double check my numbers, I believe this is the vacancies we currently have, taking into account the RN who went from Full time to casual.

Thank you

Medical vacancies:
- USPHS MLP
- USPHS MLP
- Contract MLP
- Contract MLP
- USPHS RN
- USPHS RN
- Contract RN
- Contract RN
- Contract RN
- Contract RN
- Contract RN
- Contract RN
- Contract LPN
- Contract LPN
- Contract LPN
- Contract Psychiatrist
- Contract LCSW or Psychiatric Nurse practitioner
- Physician

Thank you

I wanted to reach out and see if you are able to provide us with some additional information about Stewart Detention Center. Specifically, can you send us a list of the current vacancies at the facility and how long each vacancy has been open? Thanks.

Respectfully,
*All redactions in this document are pursuant to FOIA exemption (b)(6)*
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<td>6:09:32</td>
<td>KDC</td>
<td>Stewart intake review: Alien arrived without file or charging documents, not fast track</td>
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<tr>
<td>11/28/2011</td>
<td>6:06:46</td>
<td>KDC</td>
<td>Stewart intake review: Alien arrived without file or charging documents, not fast track</td>
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<td>6:09:32</td>
<td>KDC</td>
<td>Stewart intake review: Alien arrived without file or charging documents, not fast track</td>
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<td>11/28/2011</td>
<td>6:06:46</td>
<td>KDC</td>
<td>Stewart intake review: Alien arrived without file or charging documents, not fast track</td>
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*All redactions in this document are pursuant to FOIA exemption (b)(6)*
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<td>INTAKE - A FILE NOT AVAILABLE FOR REVIEW</td>
<td>INTAKE - A FILE NOT AVAILABLE FOR REVIEW</td>
<td>INTAKE - A FILE NOT AVAILABLE FOR REVIEW</td>
<td>INTAKE - A FILE NOT AVAILABLE FOR REVIEW</td>
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*All redactions in this document are pursuant to FOIA exemption (b)(6)*
Stewart Staffing Plan

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<th>Position</th>
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<th>PHS</th>
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<td>AHSA</td>
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<td>Pharm Tech</td>
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<td>57</td>
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</table>
PURPOSE: To review a sample of medical and detention files for detainees held at Stewart Detention Center.

SOURCE: Selected files reviewed by OIG personnel.

OIG Participants: DHS OIG Inspections and Evaluations, DHS OIG Inspections and Evaluations, DHS OIG Investigations

Date: February 8, 2016
Time: 9:00 a.m.
Place: Room 105, Stewart Detention Center, Lumpkin, GA.

SCOPE: The file review encompassed 7 questions about medical service providers and documentation and 7 questions about detention record keeping and conditions.

CONCLUSION: The facility seems to be in compliance with the standards regarding adequate documentation for detention and medical files.

DETAILS:

Medical
OIG reviewed a sample of 21 detainee’s medical files. There was no indication that medical requests were not documented in medical records. All documented complaints were found to have been addressed by the medical staff. Follow-up care was routinely documented. When detainees were sent to an offsite specialist, the specialists’ instructions were documented in the file. Detainees with chronic conditions were monitored routinely, and medications were prescribed in a timely manner. In only one instance did a detainee have to wait over 30 days to see a specialist.

Detention
OIG reviewed a sample of 18 detainee detention files. Only one file contained grievances. However, the response to that grievance took over a month for ICE to respond. All but one detainee did not have a request for religious or medical diet on file. However, that one religious diet request took nearly a week and
41 multiple requests to fill. All disciplinary action was accompanied by
42 documentation of a disciplinary hearing. There was no evidence detainees were
43 stripped searched. One detainee did not have a record of receiving the
44 handbook. However, at least one other detainee received a handbook in a
45 language not spoken in their native country (A Somali detainee received a
46 Spanish language handbook). Detainees all had their property accounted for at
47 intake.
48 Classification determinations were documented consistently with criminal
49 history and ICE intake paperwork from other facilities.
Purpose: Step 2: Document conditions at the facility

Source: OIG personnel at tour walkthrough

Scope: Stewart Detention Center, Lumpkin, GA
1 wall at housing unit

2 Signs on wall in housing
3 Signs on wall in housing unit

4 Signs on wall in housing unit
5 Legal assistance options

6 Toilet and showers in housing unit
7 Signs on wall in housing unit

8 New detainee orientation program
9 Sick call sign up in housing area

10 OIG hotline posters and PREA posters
11 Camcorders stored in control room

12 Water puddles on the kitchen floor

14 Approved menu
15 Grievance boxes located outside dining area

16 Mold/grime in detainee washing area
17 Grime in detainee shower area

18 Grime/mold in detainee shower area
19 Grime/mold in detainee shower area

20 Grime/mold in detainee shower area
21 Broken detainee shower handle

22 Leaking shower head
<table>
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**23 SHU log**

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</table>

**24 SHU log**
27 SHU book cart

28 Law library
29 Law library posters

30 Outdoor recreation facility
31 Out recreation area

32 Indoor recreation area
33 Religious services schedule

34 Yard rotation schedule
35 Legal visitation area

36 Legal visitation guidelines
37 Visitation area
PURPOSE: To gather information from a detainee on detention conditions at Stewart Detention Center in Lumpkin, GA.

SOURCE: [Redacted], A no. 5. Stewart Detention Center, Lumpkin, GA.

OIG Participants: [Redacted], DHS OIG Inspections and Evaluations

Date: February 8, 2016

Time: 1:00 p.m.

Place: Stewart Detention Center, Lumpkin, GA.

SCOPE: The interview focused on the condition and treatment of detainees at Stewart Detention Center in Lumpkin, GA.

CONCLUSION: Detainee [Redacted] has serious concerns about due process with the court about his asylum case. He said conditions at the facility were fair; however, ICE did not regularly visit with detainees. Also, times for Muslim prayer are sometimes delayed in the afternoon.

DETAILS:

Detainee [Redacted] was seeking asylum from [Redacted] and approached an agent at the Mexican border to ask for asylum. He explained that he travelled from Africa to South America and travelled from Brazil to Mexico. He was [Redacted].

Mr. [Redacted] complained right away that he does not understand what is going on with his case; his ICE officer has not seen him in two or three weeks; Mr. [Redacted] put a request once asking about his case, and he received a reply in two months that he had his court appearance scheduled. He had a court appearance in February, but does not know what is going on. He could not understand why he cannot represent himself at court. He claims that one ICE officer came in to their unit and said, “You Africans are not going to receive no parole, no bond, and no asylum here.”
Mr. [REDACTED] said he can practice Islam at Stewart, but sometimes the officers “forget” the time Muslim detainees need to go to prayer and take them late; it usually happens with their 2P.M. prayer.

Mr. [REDACTED] said some facility officers “are not professional at all – using bad language, and being bad with detainees.” He added that some Unit Managers “are very good people” and often listen and try to help. He said that Mr. [REDACTED] from Unit 1-F was very good with detainees.

Mr. [REDACTED] worked in a kitchen and had no complaints about food. He said he grew up very poor with no food and that he never complains about food.

Mr. [REDACTED] said that sometimes there is no warm water in showers. He reports no issues with law library access.
Purpose: To gather information from a detainee on detention conditions at
Stewart Detention Center in Lumpkin, GA.

Source: [Redacted], A no. [Redacted]. Stewart Detention Center,
Lumpkin, GA.

OIG Participants: [Redacted], DHS OIG Inspections and Evaluations
[Redacted], DHS OIG Investigations

Date: February 7, 2016
Time: 3:35 p.m.
Place: Stewart Detention Center, Lumpkin, GA.

Scope: The interview focused on the condition and treatment of detainees at
Stewart Detention Center in Lumpkin, GA.

Conclusion: Detainee [Redacted] has serious concerns about conditions and
timely medical care at Stewart.

Details:

Detainee [Redacted]. His classification was “low” and he said he had no criminal history. According
to Mr. [Redacted], he asked for asylum on the border in Texas and was taken to
Stewart in a few days. He made the following statements about conditions and
care at the facility:

Mr. [Redacted] used law library often, mostly to fill out immigration forms related
to his asylum claim and make copies. Sometimes the facility only allowed two
copies and he needed to fill out a new request for a third copy.¹

Mr. [Redacted] complained about serious medical problems (hernia and also

¹ PBNDS 2011 state: “The facility shall ensure that detainees can obtain at no cost to the
detainee photocopies of legal material and special correspondence when such copies are
reasonable and necessary for a legal proceeding involving the detainee. The number of copies of
documents to be filed with a particular court, combined with the number required for ICE/ERO
records and the number required for the detainee’s personal use shall determine the number of
photocopies required.”
inability to urinate due to some blockage) that went untreated for a few days although he put in a sick call request as required. He said “he was feeling so bad that he had to go to a case manager and explain that there might be a medical emergency and he can’t wait.” After a nurse saw him, he still was not able to get an appointment for four days (business days) and suffered on the weekend.” He was finally seen by the outside doctor, approximately 9 days after the complaint, but after the visit “no feedback” was ever received about what was wrong. He reiterated that he experienced “very bad pain.”

Mr. ______ said that he did not receive a t-shirt, which is part of the uniform, during intake. His attempts to later ask for a t-shirt failed, he is still missing one t-shirt. He also said that lotion is badly needed, but not supplied.

When asked whether he tried to grieve some of these issues, he said he does not know how the process for grievances works; he only knows about sick call and how to request assistance from ICE about the case.

Mr. ______ said that “the way ICE treats people - it does not matter to them if you are a criminal or asking for asylum.” Mr. ______ said he tried to approach an ICE officer who visits his unit to ask about his asylum case, but got an answer, “I do not know about your case and I do not know who your ICE officer is.” He said there is no information at all on whom to contact with questions. He said he still does not know who his ICE officer is and there has not been a visit from ICE in two weeks.

Mr. ______ said that for people like him, who do not have relatives or anybody in the US and cannot get a work assignment at the facility, there is no money for commissary or even to send mail. He said he needed 3$ and 6$ to send some mail, but did not have the money.

Mr. ______ said that every day they get almost the same food and it gradually makes him feel bad. He said that sometimes he does not go to eat for 3 days because he cannot keep eating the food.

When asked about the facility guards, he said that some officers scream all the time and call everyone “hey you,” which is “very rude.”

He also reports long wait times for necessities like tooth paste and the toothbrushes they receive right after intake “going out of order quickly” and not being replaced.
Adult Detention Oversight
16-047-ISP-ICE

Chief Inspector: [REDACTED]
Preparer: [REDACTED]

PURPOSE: To gather information from a detainee on detention conditions at Stewart Detention Center in Lumpkin, GA.

SOURCE: [REDACTED], A no. [REDACTED]. Stewart Detention Center, Lumpkin, GA.

OIG Participants: [REDACTED], DHS OIG Inspections and Evaluations, [REDACTED], DHS OIG Investigations

Date: February 7, 2016
Time: 4:30 p.m.
Place: Stewart Detention Center, Lumpkin, GA.

SCOPE: The interview focused on the condition and treatment of detainees at Stewart Detention Center in Lumpkin, GA.

CONCLUSION: Detainee [REDACTED] has concerns about general rules and conditions at the facility as they were never explained; he could not read the handbook well because it was only in English. He also had concerns why his deportation was taking so long.

DETAILS:

Detainee [REDACTED] made the following statements about the conditions at Stewart:

Intake was a very long process; Mr. [REDACTED] remembers arriving at 3P.M and not being processed till the middle of the next day. He received the Detainee Handbook in English and did not know he could receive one in Spanish. He has not seen any orientation videos.
41 Mr. [redacted] had no knowledge on how to file a grievance.

42 Mr. [redacted] said the food was not good; it smelled badly sometimes and
43 he often feels sick after eating it.

44 Mr. [redacted] had no experience with the law library or visitations.

45 Mr. [redacted] knows his ICE officer and saw him one time when signing
46 removal documents about 3 weeks ago. Mr. [redacted] asked us if we know
47 why he still was not deported. He said he wants to be deported and does not
48 like being at the facility.

49 [Inspector's note: after noticing Mr. [redacted] somewhat struggling with
50 speaking English, we asked if translation services were offered to him at any
51 point of his detention; he said “No, no translation.”]
Facility Information

Facility Name: Stewart

Facility Type: Choose an item.
Contract Detention Facility (CDF), Intergovernmental Service Agreement (IGSA), Service Processing Center (SPC)

Address:
City: [Redacted]  State: (A)  Zip:

OIG Spot Inspection Information

Start Date: Click here to enter a date.  End Date: Click here to enter a date.

Team Members

Name: [Redacted]  Office: [Redacted]
Name: [Redacted]  Office: [Redacted]
Name: [Redacted]  Office: [Redacted]
Name: [Redacted]  Office: [Redacted]

Worksheet Information and Instructions

This worksheet is designed to aid in assessing the facility compliance with ICE detention standards. It is a tool to assist the site visit and is not a substitute for your intuition and observations about how well the facility is run, and how well the detainees are managing under the circumstances.

Inspections teams will complete this worksheet during the facility walkthrough. The worksheet is divided into sections based on areas identified in past spot inspection facility tours. While facilities may differ, this worksheet is designed to capture an overall picture of how the facility is meeting standards based on team member observations.

Teams are required to complete each item by checking the box beneath “Meets Standard”, “Does Not Meet Standard”, or “NA”. For any items marked “Does Not Meet Standard” or “N/A”, use the remarks section to provide as much detail as
possible to assist the core inspection team in assessing the overall facility compliance and in completing reporting requirements.

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<th>Title:</th>
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**Part 1 - Facility Tour General Information**

Names and Titles of ICE Personnel/Facility Staff Conducting Tour:

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<th>Title:</th>
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Occupancy Information

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<td># of Male Detainees in SMU</td>
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<tr>
<td># of Female Detainees in SMU</td>
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**Part 2 - Facility Tour – PBNDS Compliance Checklist**

Each line item contains a parenthetical reference to the PBNDS topic containing the requirement.

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### Remarks:
No spare radio batteries

### Intake/Out-processing Area

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<tr>
<td><strong>1</strong></td>
<td>At intake, detainees are searched, and their personal property and valuables checked for contraband, inventoried, receipted, and stored. (Inquire about process and view inventory forms, receipts, and storage area). (ref 2.1 Admission and Release)</td>
<td><strong>Yes</strong></td>
<td></td>
<td></td>
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</tr>
<tr>
<td><strong>2</strong></td>
<td>Detainees are not held in hold rooms for more than 12 hours. (Inquire about intake process and length of time detainees are held) (ref 2.6 Hold Rooms in Detention Facilities)</td>
<td><strong>Yes</strong></td>
<td></td>
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</tr>
<tr>
<td><strong>3</strong></td>
<td>Male and female detainees are segregated from each other at all times. (Ensure males and females are not co-mingled) (ref 2.6 Hold Rooms in Detention Facilities)</td>
<td><strong>N/A</strong></td>
<td></td>
<td></td>
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</tr>
<tr>
<td><strong>4</strong></td>
<td>Each hold room shall be well-ventilated and well-lit. Detainees shall have access to potable water in hold rooms. (Check ventilation and lighting; ensure access to water) (ref. 2.6 Hold Rooms in Detention Facilities)</td>
<td><strong>Yes</strong></td>
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**Remarks:**
Detainee interviews reveal processing times greater than 12 hours

Lock & male staff forces female staff to search incoming
male detainees with wand only

### Housing Modules

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<tr>
<td><strong>1</strong></td>
<td>A housekeeping plan will be developed for detainee living areas noted in the standards. (Ensure the housing areas</td>
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<tr>
<td>1</td>
<td>appear clean and well maintained. Document areas of discrepancy. (ref 1.2 Environmental Health and Safety)</td>
<td>☑</td>
</tr>
<tr>
<td>2</td>
<td>The facility shall comply with applicable federal laws to provide reasonable accommodations for detainees with disabilities and special needs. (Within the housing modules, and other areas, view any specialized equipment or cells designed for disabled/special needs individuals. If none are present, inquire about facility readiness.) (ref. 2.1 Admission and Release)</td>
<td>☑</td>
</tr>
<tr>
<td>3</td>
<td>Housing assignments are based on classification level. Low custody detainees may not be comingled with high custody. (Ensure there is no comingling) (ref. 2.2 Custody Classification System)</td>
<td>☑</td>
</tr>
<tr>
<td>4</td>
<td>Staff conducts a formal count at least once each 8 hours (no less than three counts per day). At least one of these counts shall be a face to photo count. (Inquire about count procedures and view logs) (ref. 2.8 Population counts)</td>
<td>☑</td>
</tr>
<tr>
<td>5</td>
<td>The Sexual Assault Awareness Notice, along with the names of the program coordinator and local organizations that can assist detainees who have been victims of sexual assault, is posted on all housing unit bulletin boards. (verify poster) (ref. 2.11 Sexual Abuse and Assault Prevention and Intervention)</td>
<td>☑</td>
</tr>
<tr>
<td>6</td>
<td>Dayrooms in general population housing units shall offer board games, television, and other sedentary activities. Detention personnel shall supervise dayroom activities, distributing games and other recreation materials daily. (View indoor rec areas) (ref. 5.4 Recreation)</td>
<td>☑</td>
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<tr>
<td>7</td>
<td>The facility administrator shall ensure that OIG Hotline posters are posted in every housing unit and in appropriate common areas (recreation areas, dining areas, processing areas) (View posters) (ref. 2.13 Staff-Detainee Communication)</td>
<td>☑</td>
</tr>
</tbody>
</table>
| **Performance Based National Detention Standards 2008/2011**
| **ICE ERO Facility Inspection Worksheet** |

| **8** | An adequate number of wash basins with temperature controlled hot and cold running water 24 hours per day (Test water in multiple faucets) (ref. 4.5 Personal Hygiene) | **Yes** |
| **9** | Operable showers that are thermostatically controlled to temperatures between 100-120 degrees F. to ensure safety and promote hygienic practices (Test water in showers to ensure it is warm in lieu of testing with a thermometer) (ref. 4.5 Personal Hygiene) | **No** |

**Remarks:**
- O16 Hotline is restricted on all pod phones
- Unit1-B3: Observed cold water from shower faucets
- Unit 4-C: Water was too hot to shower
- Detainees complained about flooding inside the pods during rain

---

**Special Management Unit (Segregation)**

<p>| <strong>1</strong> | Detainees in SMUs are personally observed at least every 30 minutes in an irregular schedule and more often when warranted (Inquire and view logs) (ref. 2.12 Special Management Units) | <strong>Yes</strong> |
| <strong>2</strong> | A permanent log is maintained in each SMU to record all activities concerning SMU detainees (meals served, recreation, visitors, etc.) The SMU log records the detainee's name, A-number, housing location, date admitted, reasons for admission, status review dates, tentative release date for detainees in Disciplinary Segregation, the authorizing official, and date released. These logs shall also be used by supervisory staff and other officials to record their visits to the unit. (View logs and ensure all items are documented) (ref. 2.12 Special Management Units) | <strong>Yes</strong> |
| <strong>3</strong> | Health care personnel conduct face-to-face medical assessments for every detainee in | <strong>Yes</strong> |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SMU at least once daily, and where reason for concern exists, assessments are followed up with a complete evaluation by a qualified medical evaluation by a qualified medical or mental health professional and indicated treatment. Medical visits shall be recorded on the SMU housing record or comparable form and any action taken shall be documented in a separate logbook. (Inquire as to process and view medical check logs) (ref. 2.12 Special Management Units)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Detainees in SMUs are allowed visits by members of the clergy or other religious service providers, upon request; unless it is determined a visit presents a risk to safety, security, or orderly operations. (Inquire about process for clergy visit and view logs if applicable) (ref. 2.12 Special Management Units)</strong></td>
<td><strong>No</strong></td>
</tr>
<tr>
<td><strong>Detainees in SMUs have access to reading materials, including religious materials. The Recreation Specialist offers each detainee soft-bound, non-legal books on a rotating basis. (View reading materials and ensure detainee access). (ref. 2.12 Special Management Units)</strong></td>
<td><strong>Yes</strong></td>
</tr>
<tr>
<td><strong>Detainees in SMUs have access to legal materials, in accordance with the Detention Standard on Law Libraries and Legal Material. (Ensure law library access) (ref. 2.12 Special Management Units)</strong></td>
<td><strong>Yes</strong></td>
</tr>
<tr>
<td><strong>Detainees in SMU for admin reasons are offered at least one hour of recreation per day, outside their cells and scheduled at a reasonable time, at least seven days per week. ...disciplinary reasons/1 hr. per day/5 days per week. (Inquire about detainee rec time and view logs) (ref. 2.12 Special Management Units)</strong></td>
<td><strong>Yes</strong></td>
</tr>
<tr>
<td><strong>Recreation for detainees in SMU is separate from the general population. (Ensure detainees are given rec separately from gen pop) (ref. 2.12 Special Management Units)</strong></td>
<td><strong>Yes</strong></td>
</tr>
</tbody>
</table>
### Remarks:

Detainees under mental health observation are in the same unit as disciplinary or admin segregation.

### Recreation and Visitation Areas

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
<th>Yes/No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The facility provides both an indoor and an outdoor recreation program. (View rec areas and inquire about programs; <em>please note, ICE considers an indoor area with windows sufficient to satisfy the outdoor requirement</em>) (ref. 5.4 Recreation)</td>
<td>Yes</td>
</tr>
<tr>
<td>2</td>
<td>Exercise areas shall offer a variety of equipment. Weight training, if offered, must be limited to fixed equipment. Free weights are prohibited. (View equipment types) (ref. 5.4 Recreation)</td>
<td>Yes</td>
</tr>
<tr>
<td>3</td>
<td>Recreation areas shall be under continuous supervision by staff equipped with radios or other communication devices to maintain contact with the Control Center. (Ensure staff are present and equipped) (ref. 5.4 Recreation)</td>
<td>Yes</td>
</tr>
<tr>
<td>4</td>
<td>General visitation is permitted during set hours on Saturdays, Sundays, and holidays, and to the extent practicable, the facility also establishes visiting hours on weekdays and during evening hours. (View visitation schedule signage) (ref. 5.7 Visitation)</td>
<td>Yes</td>
</tr>
<tr>
<td>5</td>
<td>The facility’s visiting areas shall be appropriately furnished and arranged, as comfortable and pleasant as practicable. (Ensure visiting area is furnished and clean) (ref. 5.7 Visitation)</td>
<td>Yes</td>
</tr>
</tbody>
</table>
**Remarks:**

Recreation yard often holds 550+ detainees supervised by only 6 staff.

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**Kitchen**

<table>
<thead>
<tr>
<th></th>
<th>The food service program shall be under the direct supervision of an experienced food service administrator (FSA) (Briefly speak with the FSA or counterpart and discuss duties) (ref. 4.1 Food Service)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Detainees assigned to the food service department shall have a neat and clean appearance. (Observe detainees) (ref. 4.1 Food Service)</td>
<td><strong>yes</strong></td>
</tr>
<tr>
<td>2</td>
<td>Detainees are served three meals every day, at least two of which are hot meals. No more than 14 hours elapse between the last meal served and the first meal of the following day. (Inquire to or view schedule for meal service). (ref. 4.1 Food Service)</td>
<td><strong>yes</strong></td>
</tr>
<tr>
<td>3</td>
<td>Store all products at least six inches from the floor and sufficiently far from walls to facilitate pest-control measures. (View storage areas) (ref. 4.1 Food Service)</td>
<td><strong>yes</strong></td>
</tr>
<tr>
<td>4</td>
<td>Perishables shall be stored at 35-40 degrees to prevent spoilage and other bacterial action, and maintain frozen foods at or below zero degrees. (View temperature on refrigeration and freezer equipment) (ref. 4.1 Food Service)</td>
<td><strong>yes</strong></td>
</tr>
<tr>
<td>5</td>
<td>Facilities are required to provide detainees requesting a religious diet a reasonable and equitable opportunity to observe their religious dietary practice by offering a Common Fare Menu. Detainees whose religious beliefs require the adherence to particular religious dietary laws are referred</td>
<td><strong>yes</strong></td>
</tr>
</tbody>
</table>
### Medical Dental Areas

1. A medical screening will be conducted to protect the health of detainees and others in the facility, and the detainees shall be given an opportunity to shower and be issued clean clothing, bedding, towels, and personal hygiene items. (Inquire about the intake medical screening and what it entails.) (ref. 2.1 Admission and Release)

2. Standard Cleaning Practices include:
   - Using specified equipment, cleansers, disinfectant, and detergent
   - An established schedule of cleaning and follow up inspections
   (Ensure the medical areas appear clean; inquire about cleaning schedule including responsible party, frequency, and types of equipment used) (ref. 1.2 Environmental Health and Safety)

3. Spill kits are readily available (Ask to see spill kits) (ref. 1.2 Environmental Health and Safety)

4. Medical, dental, and mental health interviews, examinations, and procedures

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*All redactions in this document are pursuant to FOIA exemption (b)(6)*

Performance Based National Detention Standards 2008/2011
ICE ERO Facility Inspection Worksheet
<table>
<thead>
<tr>
<th>Remarks:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Law Library</strong></td>
</tr>
<tr>
<td>Each facility shall provide a properly equipped law library in a designated, well-lit room that is</td>
</tr>
<tr>
<td>reasonably isolated from noisy areas and large enough to provide reasonable access to all detainees</td>
</tr>
<tr>
<td>who request its use. It shall be furnished with a sufficient number of tables and chairs to</td>
</tr>
<tr>
<td>facilitate detainees’ legal research and writing. (view law library area to ensure compliance)</td>
</tr>
<tr>
<td>(ref. 6.3 Law Libraries and Legal Materials)</td>
</tr>
<tr>
<td><strong>1</strong> Detaiines are provided with the means to save legal work in a private electronic format for</td>
</tr>
<tr>
<td>future use (View detainee access on computer and method for saving) (ref. 6.3 Law Libraries and</td>
</tr>
<tr>
<td>Legal Materials)</td>
</tr>
<tr>
<td><strong>2</strong> An up-to-date list of the law library’s holdings, including the date and content of the most</td>
</tr>
<tr>
<td>recent updates of all legal materials available to the detainees in print and electronic media, are</td>
</tr>
<tr>
<td>posted in the law library (View posted information) (ref. 6.3 Law Libraries and Legal Materials)</td>
</tr>
</tbody>
</table>
### Remarks:

#### Hallways and Thoroughfares

1. Detainee movement from one area to another is controlled by staff (View detainee movements and ensure staff is present, or, if no detainees moving about, inquire about procedures for detainee movement about the facility) (ref. 2.4 Facility Security and Control)

#### Remarks:

- Detainees observed comingling among classification levels in hallways.
- Groups of detainees observed moving unescorted through hallway

### Other

1. **At entry point:** The front entrance officer checks the identification of everyone entering or exiting the facility. (Ensure you are checked at entry and exit) (ref. 2.4 Facility Security and Control)

2. **At entry point:** All visits are officially recorded in a visitor logbook. (View the visitor log) (ref. 2.4 Facility Security and Control)

3. **Legal visitation rooms – may be anywhere in facility.** Private consultation rooms are available for meetings with legal representatives or legal assistants. There is a mechanism for the detainee and his/her legal representative or assistant to exchange documents, even when contact visitation rooms are unavailable. (View rooms) (ref. 5.7 Visitation)

4. **Phones – may be in halls or in housing areas**
Performance Based National Detention Standards 2008/2011
ICE ERO Facility Inspection Worksheet

<table>
<thead>
<tr>
<th>Remarks:</th>
</tr>
</thead>
</table>

| To ensure sufficient access, each facility shall provide at least one operable telephone for every 25 detainees (If possible, count phones) (ref. 5.6 Telephone Access) | yes |
| --- |
| Phones – may be in halls or in housing areas Each facility shall maintain detainee telephones in proper working order. Designated facility staff shall inspect telephones daily, promptly report out-of-order telephones to repair service and ensure that required repairs are completed quickly. (Ensure phones are in working order) (ref. 5.6 Telephone Access) | yes |
| Phones – may be in halls or in housing areas Detainees are afforded a reasonable degree of privacy for legal phone calls. (View phone areas and assess for privacy) (ref. 5.6 Telephone Access) | yes |

Part 3 – Document List – PBNDS Compliance Checklist

<table>
<thead>
<tr>
<th>Each line item contains a parenthetical reference to the PBNDS topic containing the requirement.</th>
<th>Meets Standard</th>
<th>Does Not Meet Standard</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documentation of security inspections is kept on file. (View document evidence of the inspections) (ref. 2.4 Facility Security and Control)</td>
<td>yes</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Daily procedures include:  
  - Perimeter alarm system test  
  - Physical checks of perimeter fences  
  - Documenting the results (Ensure the items are in the documentation of security inspections) (ref. 2.4 Facility | yes |  | |
<table>
<thead>
<tr>
<th></th>
<th>Security and Control</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>A qualified departmental staff member shall conduct weekly fire and safety inspections. (View document evidence of the inspections). (Ref 1.2 Environmental Health and Safety)</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Facility maintenance (safety) staff shall conduct monthly inspections. (View document evidence of the inspections). (Ref 1.2 Environmental Health and Safety)</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>The facility has an approved fire prevention, control, and evacuation plan. (View document evidence of the plan). (Ref 1.2 Environmental Health and Safety)</td>
<td>Yes</td>
</tr>
<tr>
<td>6</td>
<td>The facility has a written disciplinary system using progressive levels of reviews and appeals. Written disciplinary policy and procedures shall clearly define detainee rights and responsibilities. The policy, procedures, and rules shall be reviewed at least annually. (View documents) (Ref 3.1 Disciplinary System)</td>
<td>Yes</td>
</tr>
<tr>
<td>7</td>
<td>Obtain a copy of the detainee handbook and compare it to Standard 6.1 Detainee Handbook, item 7, beginning “The detainee handbook (local supplement) addresses the following issues...”</td>
<td>Yes</td>
</tr>
<tr>
<td>8</td>
<td>Obtain a copy of the written policy and procedures for the detainee grievance system and compare it to Standard 6.2, Grievance System, beginning “Each facility shall have written policy and procedures for a detainee grievance system that:...” (several line items follow – please check for each listed in standard)</td>
<td>Yes</td>
</tr>
</tbody>
</table>