



# **OIDO INSPECTION**

## **El Valle Detention Facility**

OIDO-23-004  
December 13, 2022



OIDO is an independent  
office within the Department  
of Homeland Security.



December 13, 2022

MEMORANDUM FOR: Tae D. Johnson  
Acting Director  
U.S. Immigration and Customs Enforcement

FROM: David D. Gersten **DAVID D**  
Ombudsman (Acting) **GERSTEN**  
Office of the Immigration Detention Ombudsman

SUBJECT: OIDO-23-004  
El Valle Detention Facility  
March 22-24, 2022

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GERSTEN  
Date: 2022.12.14 11:43:33  
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Attached is OIDO's final report based on its inspection of the El Valle Detention Facility (EVDF) in Raymondville, Texas from March 22-24, 2022. We reviewed EVDF's compliance with U.S. Immigration and Customs Enforcement's 2011 Performance-Based National Detention Standards (2011 PBNDS) and applicable contract terms.

The report contains two recommendations aimed at improving the facility and its compliance with the 2011 PBNDS and contract terms. Your office concurred with both recommendations. Based on the information provided in your response to the draft report, we consider both recommendations addressed and open.

Attachment



**OIDO INSPECTION  
OF  
EL VALLE DETENTION FACILITY  
Raymondville, Texas**

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In March 2022, the Office of the Immigration Detention Ombudsman (OIDO) conducted an unannounced inspection of the El Valle Detention Facility (EVDF) in Raymondville, Texas to assess its compliance with U.S. Immigration and Customs Enforcement (ICE) detention standards and contract terms. OIDO performed a general inspection, reviewing 12 areas.

OIDO's inspection led to several findings. Related to performance standards and contract terms, OIDO found that EVDF complied with the detention standards in all but three areas reviewed. EVDF had violations in its self-monitoring program, in staff training, and in tracking detainees' written communication. The facility performed exceptionally well in its food service operation. Finally, OIDO found that detainees at EVDF had regular access to electronic tablets, which provided helpful tools and resources. While OIDO did observe some challenges related to integrating the new technology into the facility, overall, the tablets appeared to offer improvements to detainee communication and quality of life.

While OIDO found violations in three areas, it notes that the facility made timely corrective actions to address the deficiencies. OIDO made two recommendations designed to improve operations at the facility.

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## Introduction

Pursuant to its statutory responsibilities, the Department of Homeland Security, Office of the Immigration Detention Ombudsman (OIDO) Detention Oversight Division conducts independent, objective, and credible inspections of U.S. Immigration and Customs Enforcement (ICE) facilities throughout the United States. OIDO reviews, examines, and makes recommendations to ensure humane conditions and address concerns with or violations of detention standards and contract terms regarding immigration detention facilities and services. In March 2022, OIDO conducted an unannounced inspection of El Valle Detention Facility (EVDF) to determine whether the facility was in compliance with the 2011 Performance-Based National Detention Standards, with 2016 revisions (hereinafter referred to as 2011 PBNDS), and contract terms. OIDO also reviewed the facility's integration of new communication technology intended to promote detainee health, safety, and well-being.

## Background

ICE Enforcement and Removal Operations (ERO) oversees the detention of noncitizens at facilities throughout the United States, which it manages directly or via contract with private service providers or federal, state, or local governments. ICE contracts with detention facilities in various ways. Each contract requires that a facility adhere to one of the ICE detention standards, which govern conditions of confinement, program operations, and management expectations within the agency's detention system.<sup>1</sup>

EVDF is in Raymondville, Texas. ICE entered into an inter-governmental service agreement (IGSA) with the Willacy County Local Government Corporation to provide detention and detention-related services at the facility. Willacy County maintains a contract with Management and Training Corporation (MTC), a private detention service provider, to operate the facility. EVDF opened in 2006 and began housing ICE detainees in July 2018. The facility is within ERO San Antonio's area of responsibility. The facility houses low, medium, and high security males and females. It has a maximum capacity of 1,000 detainees. At the time of OIDO's inspection, EVDF held 562 detainees.

## Objective, Scope, and Methodology

In March 2022, OIDO inspected EVDF with the objective to assess the facility's compliance with the 2011 PBNDS and its contract terms. OIDO performed an unannounced, in-person inspection to observe regular operating conditions at the facility. OIDO reviewed compliance in the following twelve areas: special management units, legal access, medical care, detention files, recreation, food service, post orders, staff-detainee communication, admission and release, telephone access, correspondence/mail, contract compliance, and electronic tablet usage. The inspection team consisted of four investigators, two auditors, and two senior staff managers. The inspection team conducted interviews with staff and detainees, made direct observations of facility conditions and

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<sup>1</sup> ICE currently has four detention standards in use at adult detention facilities throughout the United States. These include: 2000 National Detention Standards, 2008 Performance-Based National Detention Standards, 2011 Performance-Based National Detention Standards, and 2019 National Detention Standards.

operations, and reviewed logbooks, video surveillance, and standard operating procedures (SOPs).

## Results of Inspection

OIDO's inspection led to several findings. Related to performance standards and contract terms, OIDO found that EVDF complied with the standards and contract terms in nine of the twelve areas reviewed. EVDF had three violations in the areas of performance self-monitoring, staff training, and tracking detainees' written communications. Further, the facility's performance was commendable in food service. Related to new communications technology, OIDO found that detainees at EVDF had regular access to electronic tablets, which provided tools and resources such as grievance and sick call forms, reading materials, messaging, video, and law libraries. While OIDO did observe some challenges related to integrating the technology into the facility, overall, the tablets appeared to offer improvements to detainee communication and quality of life.

The inspection results are divided into two sections: performance standards and contract terms and new communication technology.

### A. Review of Performance Standards and Contract Terms

#### i. Areas of Compliance

##### **EVDF Maintained Post Orders According to Detention Standards**

The 2011 PBNDS section 2.9 on Post Orders requires the facility administrator (or designee) to approve, sign, and date each post order on the last page of each section. This standard protects detainees and staff and enhances facility security and good order by ensuring that each officer assigned to a security post knows the procedures, duties, and responsibilities of that post. OIDO reviewed 22 Post Orders at EVDF and found that all were in compliance with the detention standards. The Post Orders were written in sufficient detail to guide an officer assigned to a specific position. The facility kept records to demonstrate all assigned officers had acknowledged reading and understanding the Post Orders. The facility reviewed Post Orders annually and encouraged staff to make suggestions for changes or additions to each. The facility maintained the Orders electronically so that staff had easy access to them.

##### **EVDF Complied with the Detention Standards for Admission and Release**

The 2011 PBNDS section 2.1 protects the community, detainees, staff, volunteers, and contractors by ensuring secure and orderly operations when detainees are admitted to or released from a facility. OIDO reviewed detainee detention files and interviewed facility staff. OIDO found that the facility offered detainees an opportunity to shower and issued clean clothing, bedding, towels, and personal hygiene items. The facility had records that demonstrated it provided detainees with the ICE National Detainee Handbook<sup>2</sup> and the EVDF Detainee Handbook Local Supplement at the time of admission. Finally, the facility inventoried detainee personal property on forms when the detainee arrived. In short, OIDO did not find any deficiencies in the area of Admission and Release at EVDF at the time of its inspection.

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<sup>2</sup> See [National Detainee Handbook | ICE](#).

### **EVDF Complied with the Detention Standards for Correspondence and Other Mail**

According to the 2011 PBNDS section 5.1, detainees shall be able to correspond with their families, the community, legal representatives, government offices, and consular officials in a manner that is consistent with the safe and orderly operation of the facility. OIDO reviewed the facility's current practices and policies. OIDO found that the facility complied with the requirements of the detention standards in this area.

### **EVDF Completed Timely Medical Screenings and Tuberculosis Tests for Arriving Detainees**

The 2011 PBNDS section 4.3 states that each detainee shall receive a medical, dental, and mental health intake screening no later than 12 hours after arrival at each detention facility. Also, each detainee shall receive a comprehensive health assessment, including a physical examination and mental health screening by a qualified, licensed healthcare professional no later than 14 days after arrival at the facility. All new arrivals shall receive tuberculosis (TB) screening within 12 hours of intake.

OIDO reviewed 10 detainee medical records from February through March 2022 to determine if the facility was compliant with the standards. OIDO found that the facility completed medical, dental, and mental health in-take screenings within 12 hours of the detainees' arrival and completed the comprehensive health assessment, including a physical examination and mental health screening, within the 14 days after the detainee's arrival. OIDO determined that the TB screening was done within the 12 hours of arrival.

### **EVDF Maintained Sick Call Procedures and Practices within Detention Standards**

The 2011 PBNDS section 4.3 requires each facility to have a sick call procedure allowing detainees an opportunity to freely request health care services (including mental health and dental) provided by a physician or other qualified medical staff in a clinical setting. The facility should have clearly written policies and procedures, and the sick call process shall be communicated verbally and in writing during orientation. Additionally, regularly scheduled sick call times should be established and communicated to detainees, all requests should be triaged by appropriate medical personnel within 24 hours of receipt, and written request forms should be provided in English and the most common languages spoken by the detainee population.

During the OIDO inspection, the Registered Nurse (RN) provided OIDO with a copy of the facility's sick call policy, explaining all detainees are informed of the sick call process verbally and in writing during orientation. Sick calls can be initiated daily through the tablet or on paper. OIDO observed that English and Spanish paper forms and drop boxes were available in detainee dorms. Facility staff picked up the paper forms twice daily. Additionally, OIDO reviewed 10 detainee medical records, obtained from the RN, from February 2022 through March 2022, to determine if the facility was compliant with the standards for sick calls. OIDO found that all sick call requests had been triaged within 24 hours of submission. Overall, OIDO determined the facility met the requirements for sick calls.

### **EVDF Had Chronic Care Policies and Practices that Complied with the Detention Standards**

The 2011 PBNDS section 4.3 states that a detainee who requires close or chronic medical supervision shall be treated in accordance with a written treatment plan conforming to accepted

medical practices for the condition in question and approved by a licensed physician, dentist, or mental health practitioner. OIDO reviewed 10 detainee medical records from February through March 2022 to determine facility compliance with detention standards. OIDO also reviewed the detainee's treatment plans, as applicable. OIDO determined the facility complied with the standards for chronic care.

### **EVDF Provided Detainees with Timely Mental Health Evaluations**

The 2011 PBNDS section 4.3 states that any detainee referred for mental health treatment shall receive an evaluation by a qualified health care provider no later than 72 hours after the referral. If the practitioner is not a mental health provider and further referral is necessary, the detainee will be evaluated by a mental health provider within the next business day.

At the time of OIDO's inspection, the facility had two full-time mental healthcare providers, a licensed professional counselor, and a licensed social worker. The facility also had a part-time tele-psychiatrist who was contracted through Texas Tech University. The Health Services Administrator (HSA) reported that if the mental health needs of the detainee were beyond the medical expertise of the healthcare providers, the detainee would be sent to the local hospital (Valley Baptist Medical Center, Harlingen) for assessment. The detainee would then be referred to Tropical Texas Behavioral Health, as needed.

OIDO reviewed 10 detainee medical records provided from February through March 2022 to determine if the facility was compliant with the standards for mental health. OIDO found that detainees referred for mental health were seen by a mental healthcare provider within 72 hours. OIDO determined the facility met the requirements for mental health evaluations.

### **EVDF Complied with Detention Standards for Communicable Disease and Infection Control**

The 2011 PBNDS section 4.3 requires each facility to have written plans addressing the management of infectious and communicable diseases, including screening, prevention, education, identification, surveillance, immunization (when applicable), treatment, follow-up, isolation (when indicated), and reporting to local, state, and federal agencies. OIDO reviewed the facility's written policies and procedures, including those related to infectious diseases and human immunodeficiency virus (HIV). OIDO found that the policies and procedures addressed the following topics: prevention, surveillance, residents' education, staff training, treatment and medical isolation, medications, reporting requirements to applicable local, state, and federal agencies, safeguards for residents and staff, post exposure management protocols, and protection of individual confidentiality. OIDO determined the facility met the requirements per standards for communicable disease and infection control.

### **EVDF Maintained an Emergency Services Plan within Standards**

The 2011 PBNDS section 4.3 requires each facility to have a written emergency services plan for the delivery of 24-hour emergency health care. The plan should be prepared in consultation with the facility's clinical medical authority or the HSA. OIDO reviewed the facility's Emergency Health Care policy and found that the policy detailed the availability of an on-call physician, dentist, and mental health professional 24 hours per day, listed telephone numbers for local ambulances and hospital services, and referral sources for emergency and routine care. The policy also addressed man down drills and mass disaster drills.

According to the HSA, the facility had one doctor, two nurse practitioners, one dentist and two full-time mental health professionals (a licensed professional counsellor and a licensed social worker). Telephone numbers for on-call medical personnel and local ambulances and hospital services were available electronically. On-call personnel are rotated between the doctor and the two nurse practitioners. The facility utilized the emergency department at Valley Baptist Medical Center in Harlingen, Texas. OIDO observed that a defibrillator, jump bags, and stretchers were available for emergency use in the medical unit. OIDO also reviewed copies of two emergency fire drills conducted in March 2022. The evacuations were completed in under four minutes and had no noted issues. Overall, OIDO determined the facility met the requirements for having an emergency services plan that supports the delivery of 24-hour emergency health care.

### **EVDF Had Required Medical Staffing Levels**

According to the IGSA, MTC must maintain overall staffing levels at or above a monthly average of 95 percent of the approved staffing plan. OIDO also reviewed the facility's medical staffing plan and found that the contract required 35 full-time medical staff. The facility had 37 medical staff employed at the time of OIDO's inspection. OIDO did not find any deficiencies in EVDF's medical staffing levels. OIDO determined the facility met the contract terms for medical staffing thereby ensuring detainees would receive adequate medical care at the detention facility.

### **EVDF Ensured Detention Files were Well-Maintained**

The 2011 PBNDS section 7.1 requires that facilities maintain a file of all significant information about the detainee for all detainees booked into the facility for more than 24 hours. This standard also addresses security for electronic files. OIDO reviewed 20 detention files and found that EVDF maintained them in compliance with the standard. Each detention file included all required documents, forms, and other information. OIDO verified that the detention files were kept secured. OIDO found the facility's closed detention files were well-maintained and clearly marked for easy reference. The facility Detention Standards Compliance Officer (DSCO) conducted audits on both open and closed files once per week.

### **EVDF Provided Access to Law Libraries, Legal Materials, and Legal Rights Group Presentations**

The 2011 PBNDS section 6.3 ensures detainees have access to courts, counsel, and comprehensive legal materials and section 6.4 requires that detainees be given access to information presented by authorized persons and organizations for the purpose of informing them of U.S. immigration law and procedures. OIDO conducted interviews with the law librarian and the correctional staff overseeing the court area and legal access. OIDO also observed detainees visiting the law library. Library hours were from 8:30 am and 5:00 p.m., and detainees had access to multiple computers, a printer, and a photocopier. Due to coronavirus disease 2019 (COVID-19), the facility made legal presentations available via video call. Legal presentations were provided three mornings a week and two afternoons a week. OIDO found the facility met the requirements of 2011 PBNDS for legal access and communication. OIDO noted the facility's legal access and communication activities were well-operated.

## **ii. Resolved Areas of Initial Non-Compliance**

### **The Service Provider Did Not Maintain a Quality Control Plan to Self-Monitor Facility Compliance**

At the time of OIDO's inspection, EVDF had not developed or implemented a Quality Control Plan (QCP) as required by the facility's IGSA. The QCP is an internal audit process developed by the service provider to monitor the facility's compliance with both the IGSA and the 2011 PBNDS. MTC did not have a comprehensive program of inspections and actions to guide its self-monitoring activities and measure its performance relative to the requirements of the detention standards and contract. OIDO determined during its inspection that MTC had not conducted any of the required monthly, quarterly, bi-annual, and annual audits in coordination with the ICE Contracting Officer's Representative.

After OIDO's inspection, MTC provided a QCP, monitoring tools, and documentation of completed monthly audits. OIDO finds this action sufficient to address the compliance deficiency.

### **The Facility Did Not Maintain Logbooks to Record Detainee's Written Communications**

The 2011 PBNDS section 2.13 states that detainees may submit written questions, requests, grievances, or concerns to ICE ERO staff using the detainee request form, a local IGSA form, or a sheet of paper. All detainee communications shall be recorded in a paper or electronic logbook specifically designed for that purpose.

During its inspection, OIDO conducted interviews with staff and detainees and reviewed current practices, SOPs, and logbooks. OIDO found that detainee requests submitted electronically through the Talton tablets were stored within the computer system. However, detainee requests that were submitted on paper were not recorded in either a paper or electronic logbook as required by the 2011 PBNDS. During OIDO's onsite exit briefing with facility and ICE ERO staff, a Supervisory Detention and Deportation Officer indicated that ICE ERO was creating a logbook and officers would be instructed to record all written detainee requests.

In April 2022, ICE ERO submitted photographic evidence to demonstrate the facility had created an electronic logbook. OIDO finds this action sufficient to address the compliance deficiency.

### **Recreation Staff at the Facility Did Not Have Required Special Training**

According to the 2011 PBNDS section 5.4, the recreation specialist for every facility with capacity of 350 or more ICE detainees should have special training in implementing and overseeing the recreation program. OIDO interviewed the facility's Recreation Coordinator and Training Coordinator and reviewed post orders, logbooks, recreation schedules, and facility policies. OIDO's review of training records at EVDF revealed the Recreation Coordinator did not have the required special training. The El Valle Training Coordinator indicated during OIDO's inspection that they were not aware of the training requirement. This special training ensures that the facility staff can appropriately assess the recreation needs and interests of detainees.

OIDO notes that the facility was compliant with the other standards for recreation. For example, OIDO found that detainees were given opportunities to exercise and access to equipment multiple times throughout the day for a total of four hours. Detainees in quarantine for COVID-19 were also able to participate in indoor recreation activities in a designated space. Overall, the facility's

recreation documentation and activities were within the requirements. Ensuring that the Recreation Coordinator receives all the required training promotes continued compliance with the standards.

In April 2022, the American Correctional Association Compliance Manager for EVDF submitted evidence that the Recreation Coordinator had completed special training for implementing and overseeing the recreation program. OIDO finds this action sufficient to address the compliance deficiency.

### **iii. Area of Strong Performance**

#### **The Facility Operated an Efficient Food Service Program**

The 2011 PBNDS section 2.1 ensures detainees receive a nutritionally balanced diet that is prepared and presented through a sanitary and hygienic food service. During its inspection, OIDO examined cleaning schedules, temperature logs, food rotation procedures, annual inspection paperwork, menus, work schedules, tool accountability logs, and medical and training certification records for food service workers at EVDF. OIDO also completed a walkthrough of the kitchen and food service area and interviewed detainees and the Food Service Manager.

OIDO found that the facility's food service operation exceeded the requirements of the 2011 PBNDS. OIDO had a well-trained food service staff and a highly experienced Food Service Administrator. Each of the five detainees interviewed reported that the facility served high quality food and provided excellent food service. Further, EVDF food service staff maintained, inspected, and conducted separate tool accountability and menu planning for kosher and religious meal requests. EVDF's attention to maintaining a quality food service operation supports the health and well-being of detainees.

## **B. Additional Findings: OIDO's Review of Electronic Tablets**

OIDO found that detainees held at EVDF had access to Talton tablets, a widely used technology in the detention environment intended to serve as a single source for detainee communication needs. This includes access to grievance and sick call forms, reading materials, messaging, video, and law library materials. At the time of OIDO's inspection, the facility had one tablet for every eight detainees.

The use of electronic tablets is not mandated or governed by any version of the ICE detention standards. Nonetheless, given the technology's potential benefits to detainees, OIDO reviewed EVDF's usage and provides the following observations. While OIDO did observe some challenges related to integrating the technology into EVDF, overall, the tablets appeared to offer a means to improve detainee morale and welfare through enhanced methods of communication.

In terms of policies and training, OIDO found that detainees were issued a pin number to access the tablets upon arrival at the facility. A Tablet Instruction Form, available in English only, was placed on a wall at the Receiving and Discharge area. The Form was not available in the housing units. Rather, correctional staff provided detainees with some informal verbal instruction on how to use the technology in the housing area. The facility did not assign specific staff to provide formal tablet instruction or training. In addition, the facility did not have any written policies regarding use of the tablets.

In addition, Post Orders did not clarify the roles and responsibilities of facility staff for monitoring,

training, or maintaining the tablets. The facility's Administrative Lieutenant reported that the facility's supervisory staff was responsible for generating emails to Talton directly if a tablet malfunctioned or otherwise needed maintenance or repair. The facility had to wait for Talton technicians to come to the facility to make repairs or address issues.

OIDO observed several detainee complaints regarding tablet issues. Some complaints noted that the detainee submitted a written request in Spanish but received a response in English. At the time of OIDO's inspection, the tablet translator application was not operable. Further, OIDO observed that the application used to order from the facility commissary was available in English only. Finally, several detainee complaints reported that the tablet applications did not open, the camera pictures were not clear, and/or the video calls dropped while in use.

During the Exit Conference after OIDO's inspection, ICE ERO indicated they would create and implement local written policies and training to address the tablet issues noted above.

## Conclusion

Overall, OIDO found that EVDF was a well-maintained detention facility and both facility senior management and ICE ERO were amenable to implementing corrective actions. OIDO found that EVDF was generally compliant with detention standards and contract terms, having no violations in nine of the twelve areas reviewed. In addition, the facility exhibited especially strong performance in key areas. Finally, while OIDO found violations in the facility's self-monitoring program, staff training, and recordkeeping of written detainee communications, the facility made timely corrective actions to address all these issues. ICE ERO also expressed willingness to address OIDO's concerns in training on, monitoring, and repairing the facility's tablets.

Complying with ICE's 2011 PBNDS and contract terms is essential to ensuring the health, safety, and rights of detainees. EVDF's early responses to OIDO's inspection results demonstrate its commitment to complying with standards and maintaining humane conditions for detainees held at the facility. OIDO's recommendations below are intended to support the facility's efforts to improve conditions.

## Recommendations

**Recommendation 1:** ICE ERO and MTC should consider developing and implementing written procedures for electronic tablet usage.

**Recommendation 2:** MTC should document and track work orders for electronic tablet maintenance and repair.

## Response from Inspected Component and OIDO Analysis

ICE officials concurred with both recommendations and identified corrective actions to address the issues raised in OIDO's inspection. OIDO considers both recommendations addressed and open. OIDO also received technical comments to the draft report and revised as appropriate. Below is a summary of ICE's response and OIDO's analysis thereof.

**Component Response to Recommendation 1:** Regarding procedures for electronic tablet usage, ICE concurred with OIDO's recommendation. ICE indicated the Harlington Field Office compliance unit is engaged with Management and Training Corporation (MTC) to develop a written Quality Control Plan (QCP) to ensure standard compliance.

**OIDO Analysis:** OIDO finds these actions to be responsive to the recommendations and considers the matter addressed and open. We will close the recommendation when ICE provides OIDO with a copy of the written QCP. OIDO requests such documentation be provided no later than March 31, 2023.

**Component Response to Recommendation 2:** Regarding documenting and tracking work orders for electronic tablet maintenance and repair, ICE concurred with OIDO's recommendation. ICE indicated the Harlington Field Office compliance unit is engaged with MTC to develop a QCP to ensure proper maintenance and repair.

**OIDO Analysis:** OIDO finds these actions to be responsive to the recommendation and considers the matter addressed and open. We will close the recommendation when ICE provides OIDO with a copy of the written QCP. OIDO requests such documentation be provided no later than March 31, 2023.

## Appendix A: Component Response

Office of the Director

U.S. Department of Homeland Security  
500 12th Street, SW  
Washington, DC 20536



U.S. Immigration  
and Customs  
Enforcement

December 1, 2022

MEMORANDUM FOR: Christopher Brundage  
Acting Deputy Ombudsman  
Office of the Immigration Detention Ombudsman

FROM: Tae D. Johnson   
Acting Director  
U.S. Immigration and Customs Enforcement

SUBJECT: Response to the Office of the Immigration Detention Ombudsman  
Draft Report, Inspection of the El Valle Detention Facility (Case  
No. 22-001023)

### Purpose

This memorandum is in response to the Department of Homeland Security's Office of the Immigration Detention Ombudsman (OIDO) draft report, *OIDO Inspection of El Valle Detention Facility*. The inspection of the El Valle Detention Facility (EVDF) in Raymondville, Texas, took place March 22- 24, 2022. The general inspection performed by OIDO included a review of EVDF's compliance with U.S. Immigration and Customs Enforcement's (ICE) 2011 Performance-Based National Detention Standards and applicable contract terms.

### Background

ICE is a federal agency charged with enforcing the nation's immigration laws in a fair and effective manner. ICE identifies, apprehends, detains, and removes noncitizens who are amenable to removal from the United States. ICE Enforcement and Removal Operations (ERO) uses its immigration detention authority to effectuate this mission by detaining noncitizens in custody while they await the outcome of their immigration proceedings and/or removal from the United States.

ICE has important obligations under the U.S. Constitution and other federal and state laws when it determines that a noncitizen is subject to detention. ICE national detention standards ensure that detained noncitizens are treated humanely, protected from harm, provided appropriate medical and mental health care, and receive the rights and protections to which they are entitled.

ICE ensures detention facilities used to house ICE detained noncitizens do so in accordance with ICE national detention standards. These standards were developed in cooperation with ICE

[www.ice.gov](http://www.ice.gov)

Response to the Office of the Immigration Detention Ombudsman Draft Report, Inspection of the El Valle Detention Facility (Case No. 22-001023)

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stakeholders, the American Correctional Association, and nongovernmental organizations, and were created to ensure that all noncitizens in ICE custody are treated with dignity and respect and provided appropriate care. Each detention center must meet specified standards.

ICE's Response to OIDO's Recommendations

**Recommendation 1:** ICE ERO and MTC should consider developing and implementing written procedures for electronic tablet usage.

**Response:** ICE concurs. The Harlingen Field Office compliance unit is engaged with Management and Training Corporation (MTC) to develop a written Quality Control Plan (QCP) to ensure standard compliance.

**Recommendation 2:** MTC should document and track work orders for electronic tablet maintenance and repair.

**Response:** ICE concurs. The Harlingen Field Office compliance unit is engaged with MTC to develop a QCP to ensure proper maintenance and repair.

Attachments:

- Technical comments (comment matrix)

## **Additional Information and Copies**

To view any of our other reports,  
please visit:  
[www.dhs.gov/OIDO](http://www.dhs.gov/OIDO).

For further information or questions, please contact the Office  
of the Immigration Detention Ombudsman at:  
[detentionombudsman@hq.dhs.gov](mailto:detentionombudsman@hq.dhs.gov).

