



Office for Civil Rights and Civil Liberties

Summary of CRCL's Recommendations and ICE's Response *Torrance County Detention Facility*

On July 1, 2022, U.S. Immigration and Customs Enforcement (ICE) responded to an *Expert Recommendation Memorandum* issued in May 2022 by the Office for Civil Rights and Civil Liberties (CRCL) that followed an onsite spot check investigation at the Torrance County Detention Facility (Torrance). ICE concurred with six recommendations and partially concurred with one.

Background

In March 2022, CRCL reviewed the Office of Inspector General's report titled, *Management Alert - Immediate Removal of All Detainees from the Torrance County Detention Facility (OIG Report)*, as well as additional allegations concerning conditions of detention at Torrance. As a result, CRCL conducted an onsite spot check investigation at Torrance in April 2022 focused on conditions of detention and environmental health and safety.

Findings and Recommendations

On May 19, 2022, CRCL issued ICE an *Expert Recommendation Memorandum* based on its investigation conducted with the assistance of contract subject matter experts. The memo included seven recommendations in the areas of conditions of detention and environmental health and safety. The following highlights the top three findings and actions that ICE agreed to take as a result of CRCL's recommendations.

Staffing

CRCL determined that Torrance has a staffing shortage. CRCL recommended the continued use of "TDY" staff, as well as overtime and enhanced recruitment efforts. ICE agreed and instituted efforts to increase staffing levels by participating in job fairs, offering sign-on bonuses, and increasing pay for nursing and security staff.

Non-Functioning Intercoms in Housing Unit

CRCL found intercoms within the housing unit cells were non-functional, limiting the ability to communicate with staff in the event of an emergency. ICE agreed and a purchase order was placed, and in June 2022, the repairs were completed. Security staff also implemented ongoing weekly inspections to ensure all intercoms are continuously working.

Privacy During Legal Visits

CRCL found noncitizens reporting that they do not have privacy when meeting with legal representatives during phone calls and noncitizens were also unaware of the process for arranging private attorney calls in their preferred language. ICE agreed and installed privacy partitions to provide confidentiality for noncitizens. ICE also conducted a town hall meeting to discuss the process for requesting private attorney telephone calls.

CRCL provides the public with documents related to complaint investigations. After it is prepared and reviewed, CRCL will post a redacted version of this Expert Recommendation Memorandum on our [website](#) that will contain additional information about the complaint investigation and CRCL's findings and recommendations.

March 4, 2024