Office of Professional Responsibility

El Paso Service Processing Center

Inspection 2026-001-145

August 25-27, 2026

U.S. Immigration and Customs Enforcement

INSPECTION
of the
EL PASO SERVICE PROCESSING CENTER
El Paso, Texas

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FACILITY OVERVIEW

The U.S. Immigration and Customs Enforcement (ICE) Office of Professional Responsibility (OPR) Office of Detention Oversight (ODO) conducted an inspection of the El Paso Service Processing Center (EPSPC) in El Paso, Texas, from August 25 to 27, 2026..[1] The facility opened in 1966 and is owned by ICE and operated by Paragon Professional Services. The ICE Office of Enforcement and Removal Operations (ERO) began housing detainees at EPSPC in 1984 under the oversight of ERO's Field Office Director in El Paso (ERO El Paso). The facility is a dedicated ICE detention facility and operates under Performance-Based National Detention Standards (PBNDS) 2011 (Revised 2016).

ERO El Paso has deportation officers assigned full-time to the facility. They are on-site Monday through Friday, from 8 a.m. to 4 p.m. An Assistant Field Office Director handles daily facility operations and manages (b)(7)(e) support personnel. Paragon Professional Services provides food services, ICE Health Services Corps (IHSC) provides medical care, and Keefe Commissary Network provides commissary services at the facility. The facility was accredited by the American Correctional Association in January 2023 and the National Commission on Correctional Health Care in March 2024. In July 2024, EPSPC was audited for the Department of Homeland Security (DHS) Prison Rape Elimination Act (PREA) and was found DHS PREA non-compliant.

Capacity and Population Statistics	Quantity
ICE Bed Capacity.[2]	(b)(7)(e)
Average ICE Population[3]	(b)(7)(e)
Adult Male Population (as of August 25, 2026)	(b)(7)(e)
Adult Female Population (as of August 25, 2026)	(b)(7)(e)

During its last inspection in Fiscal Year (FY) 2025, ODO found 1 deficiency in Food Service (1).

[1] This facility holds male and female detainees with low, medium-low, medium-high, and high security classification levels for periods greater than 72 hours.
[2] Data Source: ERO Custody Management Division Authorized Facility List as of August 20, 2026.
[3] *Ibid.*

INSPECTION PROCESS

ODO conducts the following annual and biennial oversight inspections of ICE detention facilities to assess and rate each facility's compliance with their contractually obligated detention standards as noted in the Facility Overview section above.

- Dedicated facility: ODO conducts annual on-site inspections of dedicated inter-governmental service agreement (IGSA) facilities, contract detention facilities (CDF), family residential centers, and service processing centers.

- Non-dedicated IGSA facility:
  - For facilities with an average daily population (ADP) of 50 or more, ODO conducts biennial on-site inspections.
  - For facilities with an ADP of 50 or less,
    - If the facility has not previously had a rated ODO inspection, then ODO conducts an initial on-site inspection, and
    - If the facility has had an ODO inspection, then the facility completes a biennial ODO-assisted self-inspection process (OASIP).

- U.S. Marshals Service (USMS): USMS CDF and intergovernmental agreement facilities complete biennial OASIPs.

In FY 2025, ODO implemented OASIPs, which replaced the annual Special Review inspections ODO conducted at most low ADP and/or short-term use facilities. This new inspection framework is more reflective of the actual operation demand of facilities with a low ADP and/or short-term use. OASIP inspections focus on facility compliance with detention standard requirements that directly affect detainee life, health, safety, and/or well-being. Facilities have 30 calendar days to complete the OASIP inspection and ODO staff will go on-site for 1 day towards the end of the 30-day inspection window to observe facility conditions, interview ICE detainees, and spot-check the facility's reported findings.[4]

ODO defines a "deficiency" as any violation of detention standards, policies, or operational procedures, as applicable. ODO highlights instances when the facility resolves deficiencies prior to the completion of the ODO inspection as corrective actions. Where applicable, these corrective actions are annotated with a "C" in the *Inspection Findings* section of the report.

Upon completion of each inspection, ODO conducts a closeout briefing with facility and local ERO officials to discuss preliminary findings. ODO shares a summary of these findings with ERO management officials. Thereafter, ODO provides ICE leadership with a final report to: (i) assist ERO in developing and initiating a uniform corrective action plan (UCAP); and (ii) provide senior executives with an independent assessment of facility operations. ODO's findings inform ICE executive management of its decision-making to better allocate resources across the agency's entire detention inventory.

[4] When ODO conducts on-site inspections for non-OASIP facilities, the facility is notified 4 weeks before the inspection and ODO are on-site for 2-3 business days conducting the inspection.

FINDINGS BY PERFORMANCE-BASED NATIONAL DETENTION STANDARDS 2011 (REVISED 2016) MAJOR CATEGORIES

PBNDS 2011 (Revised 2016) Standards Inspected[5]	Deficiencies
Part 1 - Safety	
Emergency Plans	0
Environmental Health and Safety	0
Sub-Total	**0**
Part 2 - Security	
Admission and Release	0
Custody Classification System	0
Facility Security and Control	0
Funds and Personal Property	0
Population Counts	0
Post Orders	0
Searches of Detainees	0
Sexual Abuse and Assault Prevention and Intervention	0
Special Management Units	0
Staff-Detainee Communication	0
Use of Force and Restraints	2
Sub-Total	**2**
Part 4 - Care	
Food Service	0
Hunger Strikes	0
Medical Care	0
Medical Care (Women)	0
Personal Hygiene	0
Significant Self-harm and Suicide Prevention and Intervention	0
Sub-Total	**0**
Part 5 - Activities	
Correspondence and Other Mail	0
Marriage Requests	0
Religious Practices	0
Telephone Access	0
Trips for Non-Medical Emergencies	0
Voluntary Work Program	0
Sub-Total	**0**
Part 6 - Justice	
Grievance System	0

[5] For greater detail on ODO's findings, see the *Inspection Findings* section of this report.

Law Libraries and Legal Materials	0
Sub-Total	**0**
Part 7 - Administration and Management	
Detention Files	0
Detainee Transfers	0
Sub-Total	**0**
Total Deficiencies	**2**

DETAINEE RELATIONS

ODO interviewed 21 detainees, who each voluntarily agreed to participate. None of the detainees made allegations of discrimination, mistreatment, or abuse. All detainees reported satisfaction with facility services.

INSPECTION FINDINGS

SECURITY

USE OF FORCE AND RESTRAINTS (UOFR)

ODO reviewed EPSPC's Use of Force and Restraints policy and 20 use-of-force after-action report files. ODO found 10 out of 20 after-action review teams for use-of-force incidents occurring between October 2025 and July 2026 did not convene as required; instead, they convened between 3 and 61 days after the incident **(Deficiency UOFR-155.[6])**.

ODO reviewed EPSPC's Use of Force and Restraints policy and 20 use-of-force after-action report files. ODO found 10 out of 20 after-action reports for use-of-force incidents occurring between October 2025 and July 2026 were not completed as required; instead, they were completed between 3 and 61 days after the detainees' release from restraints **(Deficiency UOFR-157.[7])**.

[6] "This four-member after-action review team shall convene on the workday after the incident." *See* ICE PBNDS 2011 (Revised 2016), Standard, Use of Force and Restraints, Section (V)(P)(3).
[7] "The after-action report is due within two workdays of the detainee's release from restraints." *See* ICE PBNDS 2011 (Revised 2016), Standard, Use of Force and Restraints, Section (V)(P)(3).

CONCLUSION

During this inspection, ODO assessed the facility's compliance with 29 standards under PBNDS 2011 (Revised 2016) and found the facility in compliance with 28 of those standards. ODO found two deficiencies in one standard. Since EPSPC's last inspection in February 2025, the facility's compliance with PBNDS 2011 (Revised 2016) has trended upward. EPSPC went from 1 deficient standard and 1 deficiency in February 2025 to 1 deficient standard and 2 deficiencies during this most recent full inspection. ODO received EPSPC's completed UCAP for its last inspection in February 2025, which likely resolved previous deficiencies ODO cited. ODO recommends ERO El Paso continue to work with the facility to resolve the deficiencies that remain outstanding in accordance with contractual obligations.

Inspection Results Compared	FY 2025 PBNDS 2011 (Revised 2016)	FY 2026 PBNDS 2011 (Revised 2016)
Standards Reviewed	28	29
Deficient Standards	1	1
Overall Number of Deficiencies	1	2
Priority Component Deficiencies	0	0
Repeat Deficiencies	1	0
Areas of Concern	0	0
Corrective Actions	0	0
Facility Rating	Good	Superior

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