



Office for Civil Rights and Civil Liberties

Summary of CRCL's Recommendations and ICE's Response *Boone County Jail*

On February 26, 2024, U.S. Immigration and Customs Enforcement (ICE) responded to an *Onsite Recommendation Memorandum* issued in September 2023 by the Office for Civil Rights and Civil Liberties (CRCL) that followed a multidisciplinary onsite investigation at Boone County Jail (Boone). ICE concurred with 18 recommendations, partially concurred with three, and non-concurred with 13.

Background

Between February 2022 and April 2023, CRCL opened six complaints involving noncitizens in ICE custody at Boone. The allegations raised concerns related to substandard conditions of detention, improper use of force on noncitizens with mental illness, scheduling delays and poor call quality with video calls, access to legal mail, overcrowding, and access to medical diets. As a result of these complaints, CRCL conducted a multidisciplinary investigation at Boone in May 2023 to examine the facility's operations and assess issues raising civil rights and civil liberties concerns.

Findings and Recommendations

On September 29, 2023, CRCL issued ICE an *Onsite Recommendation Memorandum* based on its investigation conducted with the assistance of contract subject matter experts. The memo included 34 recommendations in the general areas of conditions of detention, medical care, mental health care, 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.

Language Access with Medical Care

CRCL determined that the facility provides sick call request forms only in English and that medical staff typically only use the language line to determine the reason a patient was requesting medical care. ICE agreed to provide the facility with sick call request forms in Spanish, Arabic, Haitian Creole, Romanian, Russian, Mandarin Chinese, and Turkish. ICE further agreed to ensure that Boone officers and medical staff have access to an ICE-provided language line.

Use of Force Policy

CRCL identified that Boone's use of force policy does not comply with the National Detention Standards (NDS 2019). For example, CRCL observed staff not wearing protective security equipment during a cell extraction. Following the onsite investigation, the facility made substantial updates to its use of force policy to conform with NDS 2019.

Inadequate Mental Health Staffing

CRCL identified that there is limited onsite mental health clinician coverage at the facility and, on some days, no mental health coverage. ICE agreed to hire a second mental health provider to allow the facility to provide daily comprehensive mental health services to noncitizens.

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.

April 22, 2024