



Summary of CRCL's Recommendations and ICE's Response *Eloy Detention Center*

On August 20, 2024, U.S. Immigration and Customs Enforcement (ICE) responded to an Onsite Recommendation Memorandum issued in April 2024 by the Office for Civil Rights and Civil Liberties (CRCL) that followed an onsite investigation at the Eloy Detention Center (Eloy). ICE concurred with 12 recommendations, partially concurred with six, and non-concurred with six.

Background

Between August 2022 and May 2023, CRCL opened 11 complaint investigations involving noncitizens in ICE custody at Eloy. The allegations raised concerns related to medical care, excessive lockdowns, unsanitary living conditions, inadequate access to showers and recreation, and unhygienic food service operations. As a result of these complaints, CRCL conducted a multidisciplinary investigation at Eloy in September 2023 to examine the facility and assess issues raising civil rights and civil liberties concerns.

Findings and Recommendations

On April 4, 2024, CRCL issued ICE an Onsite Recommendation Memorandum based on its investigation conducted with the assistance of contract subject matter experts. The memo included 24 recommendations in the general areas of conditions of detention, medical care, mental health care, and environmental health and safety. The following highlights three findings and actions that ICE agreed to take as a result of CRCL's recommendations.

Staff Vacancies

CRCL determined that the facility had a significant number of staff vacancies that negatively impacted daily program operations and noncitizens' safety and access to services. As a result, a staffing analysis was conducted and Eloy hired eight additional staff members to perform medical transports, hospital coverage and self-harm watches. Further, ICE committed to building a robust pipeline of qualified candidates to meet staffing needs in Eloy's health care clinics through targeted outreach and partnership with the U.S. Public Health Service.

Language Access

CRCL found that the facility does not consistently utilize the language line or other interpretation services to communicate with noncitizens who have limited English proficiency (LEP). ICE agreed to have Enforcement and Removal Operations (ERO) Headquarters (HQ) provide additional training to Eloy staff on their obligation to provide meaningful access to LEP noncitizens and about the resources available to assist them. Additionally, ERO HQ agreed to reach out to the current ERO Language Access Point of Contact at Eloy to ensure they have completed the ICE-wide Language Access training and are familiar with their role and available resources. Facility supervisory staff also agreed to conduct ongoing audits to ensure that staff are appropriately documenting use of the language line or other interpretation services.

Religious Services

CRCL found that Eloy's religious services policy does not allow noncitizens to change their religious identification. Eloy revised the policy to allow noncitizens to request to change their religious preference designation through the chaplain or other designated individual.

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.