

END DETENTION IN YOUR DISTRICT

STATE: Florida

CONGRESSIONAL DISTRICT: 26

FACILITIES: Krome North Service Processing Center

CAPACITY: 551 (approx.)

Krome North Service Processing Center

Facility and Contract Overview

According to [data](#) obtained through a Freedom of Information Act (FOIA) request, the Krome North Service Processing Center (Krome) is owned by Immigration and Customs Enforcement and operated by private prison company Akima Global Services (AGS). Per FOIA data AGS has a guaranteed minimum of 450 beds, and has capacity to detain 611 people. While the facility was created in 1980, AGS has operated Krome under a ten-year [contract](#) since May of 2014.



Credit: US Immigration and Customs Enforcement

Recorded Abuse and Medical Neglect

Krome has a record of abuse and neglect. In 2012, the Office of Detention Oversight (ODO) [found](#) that medical records were not sent complete upon transfers between facilities, as well as a recurring violation of use of holding cells. Again in 2015, an ODO [inspection](#) showed that Krome was deficient in key medical care standards, including deficient documentation of priority treatment medical documents and failure to provide complete medical records upon transfers. Since at least 2007, ICE's Office of Enforcement and Removal Operations (ERO) identified [deficiencies](#) in how requests from detained people were addressed. In February 2019, the Nakamoto Group conducted an annual [inspection](#) of the facility, where they noted multiple complaints of slow response from medical staff to requests for treatment. The report flags medical care as an area of concern, as medical requests were being processed up to eight days after requesting care, as opposed to the mandated 24 hours. Despite being a priority component, the Nakamoto Group did not point at any failure to meet standard.

According to SPLC, ICE considers Krome a [model](#) for medical care and many detained people from other facilities in Florida are transferred there for care. However, advocates report serious concerns about the care at the facility. Jesus R., who was detained at Krome [reported](#) to the Southern Poverty Law Center (SPLC) that "If you're sick, you suffer here because this is not designed to deal with the illnesses people come with." A person living with HIV detained at Krome told SPLC that he had been in the facility for four months and had not yet seen a doctor. He was later diagnosed with Hepatitis A, which he believed he contracted from eating unwashed food served there. Another person reported to SPLC that he did not receive his HIV medication while being transferred to Krome, an oversight that could have serious consequences, as the disease can reemerge after missing one dosage.

Key Areas of Concern

- Medical neglect of vulnerable populations
- Mental health care
- Use of isolation

"Being a detainee will break you down [...] I try my best to call home every day. That helps me, when I talk to my kids."

END DETENTION IN YOUR DISTRICT

STATE: Florida

CONGRESSIONAL DISTRICT: 26

FACILITIES: Krome North Service Processing Center

CAPACITY: 551 (approx.)

Other people detained at Krome reported only getting ibuprofen for an untreated broken wrist and having a kidney infection but going 20 days without antibiotics. Medical staff often substitute people's medication with a cheaper version without consulting them. During a tour of the facility in March 2019, a staffer told the SPLC that "high-tech medication won't be available when they are deported so we give them low-end medication."

Advocates have also reported excessive use of force during medical procedures and retaliatory use of solitary confinement. Dr. Peggy Mustelier, a clinical psychologist and vice-chair of Friends of Miami-Dade Detainees, told the [New Republic](#), that during a tour of the facility's medical unit she was told by staff "This is where they are stripped down and strapped down...that's how we do it in the military, and that's how we do it here." SPLC reports that placement in the mental health unit, which is designed to provide crucial mental health services, was used as a "bargaining chip" by facility staff. According to the group, Suicide attempts or placement in solitary confinement disqualified someone from a place in the unit. They note, "This situation appears to feed a vicious cycle – detained individuals not receiving adequate mental health care are put in segregation for behavior resulting from their mental health issues, and placement in segregation disqualifies them appropriate mental health care."

The International Consortium of Investigative Journalists published a [report](#) showing 195 uses of solitary confinement at Krome from February 2013 to September 2017. In nearly three-quarters of the cases, disciplinary reasons were cited. The [Miami New Times](#) found that the media time in solitary confinement was 17 days, but one person from Belize spent 124 days in confinement. Three people detained at Krome were put in solitary confinement for participating in hunger strikes. The United Nations have said that the use of solitary confinement for more than 15 days should be banned, as it poses potentially irreversible mental health damages; particularly on vulnerable populations.

There have also been complaints of overcrowding and overmedicating in the dedicated mental health wing. "People who ask for help just get pills to go to sleep. I want to be conscious, I need to focus on my case," said Bajardo, a person detained at Krome [interviewed](#) by the SPLC.

Resources

- [Abundant Living Ministries](#)
- [Americans for Immigrant Justice](#)
- [CASA](#)
- [Catholic Charities Legal Services of Miami](#)
- [Center for Immigrant Advancement](#)
- [Florida International College of Law Carlos A. Costa Immigration and Human Rights Clinic](#)
- [Lutheran Services Florida](#)
- [St. Thomas University School of Law Immigration Clinic](#)
- [St. Thomas University School of Law Human Rights Institute](#)
- [United By Faith Legal Ministry](#)
- [Youth Co-Op](#)
- [Friends of Miami-Dade Detainees](#)