

PREA REQUIREMENTS:

The Department currently has a toll free Prison Rape Elimination Act (PREA) number that can be dialed by anyone, including offenders, using the current telephone system to report PREA allegations. Once the caller makes a language choice (currently Spanish or English) they hear a greeting and instructions on how to leave a message regarding their PREA allegations. Once the message has been recorded, an e-mail containing the recording in .wav format is automatically generated and sent to a pre-assigned Department e-mail address. The Department PREA staff listen to, and transcribe, the recording.

At the outset, and before responding to each of the WA DOC's specific requirements listed herein, Securus is please to state that it will partner with The Moss Group, Inc. (TMG) to provide expert guidance and counsel to Securus, not only to ensure compliance with the specific requirements listed in this document, but to otherwise help Securus assist WA DOC with PREA compliance. Founded in 2002, TMG is a correctional management consulting firm based in Washington, D.C. which owes its success to seasoned leadership, professional expertise, and organizational accountability. As such, it is exceptionally well-versed in a wide range of service areas, including policy reviews, organizational and culture assessments, research and analysis, systems-building with the goal of improving a wide range of operational, system, and agency processes, and staff training and coaching,

TMG employs 17 full-time staff members, along with a consultant base of more than 60 subject matter experts, including ACA- and PREA-certified auditors. This highly competent team has furnished technical assistance and training events to hundreds of adult and juvenile correctional agencies, community corrections, associations, non-profits, and criminal justice agencies and associations. Moreover, it has provided targeted and general technical assistance to jails and prisons in all 50 states, while also completing operational assessments at every type of correctional facility.

TMG has long been a leader in the field in the implementation of PREA to include managing eight separate Cooperative Agreements with the National Institute of Corrections (NIC), subcontractor on a number of successful Bureau of Justice Assistance (BJA) PREA Demonstration Grants in adult and juvenile settings, and sole-source provider in private contracts with juvenile and adult correctional agencies. Currently, TMG is a partner in the National PREA Resource Center providing training and technical assistance as well as developing targeted products to the field such as the Staffing Plan White Paper and a training package entitled "Guidance in Cross-Gender and Transgender Pat Searches."

TMG's PREA-focused work includes policy creation and revision, procedural technical assistance, PREA training curricula and training-for-trainers in a wide range of topics (investigations, LGBTI, staffing, supervisory development, grievances, report-writing, inmate records, classification, programs and services, gender-responsiveness, and more), audit readiness, and data management and quality assurance. TMG understands the goals and intention of the PREA federal law and works hand-in-hand with its partners to support them to have sexually safe facilities and more competent and capable staff. Two current

project examples in which TMG is providing PREA support services include Delaware DOC, grievance reporting policy and practice, and NYC DOC, a multi-year multi-faceted effort.

TMG President Anadora “Andie” Moss was a subject matter expert to the National Prison Rape Elimination Commission and the PREA Review Panel. She has participated as faculty in previous PREA auditor training programs and has guided dozens of agencies on understanding the PREA standards and audit process through federal, state and local contracts. Combined with her direct work with agencies and facilities across the country in PREA readiness, training and technical assistance, Ms. Moss has extensive experience in supporting successful PREA implementation efforts and providing guidance and solutions for compliance with PREA standards. TMG’s background in PREA spans every facet of audit preparation and inmate/youth safety, providing practical and workable solutions for challenging PREA-related problems, bringing ideas and new methods to practices supporting PREA-focused correctional environments.

Additionally, TMG has worked directly with WA DOC over the past ten years, successfully providing consulting services on the following projects:

- 2019 - TMG provided a blended-learning curriculum program, *Safety Matters: Managing Relationships in Women’s Facilities*, that included Virtual Instructor Led Training, intersession assignments, onsite Instructor Led Training, onsite Training of Trainers (August 2019), and remote coaching support to over 20 DOC staff.
- 2019 - In partnership with CGL, TMG conducted a review of operational practices and staffing requirements for four DOC facilities. TMG evaluated DOC’s staffing model, identified challenges, compared staffing policies and practices with nationally recognized best practices for corrections systems, and made recommendations to address deficiencies or misallocations in staffing.
- 2016 - TMG developed a facilitator guide and conducted training on “Supervising LGBTI Offenders.”
- 2014 to 2016 - TMG partnered with DOC on a multi-year project focused on implementing the Prison Rape Elimination Act through funding by a Bureau of Justice Assistance PREA Demonstration grant. TMG conducted sexual safety, leadership and culture assessments, provided training, and developed a Sexual Safety toolkit.

Respond to each item below:

1. **Vendor must permit calls by any means including TTY/TDD, VRS to DOC identified toll-free numbers that can be called 24/7 from all incarcerant telephone lines without the use of a PIN number or from public telephones for PREA purposes. Acknowledge your acceptance of this requirement.**

Vendor's response:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus acknowledges and accepts this requirement.

2. **The PREA reporting system must give callers the choice to hear instructions in either English or Spanish. Acknowledge your acceptance of this requirement.**

Vendor's response:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus acknowledges and accepts this requirement.

3. **Vendors must provide two (2) secure voicemail boxes, one for English calls and the other for Spanish. The voicemail boxes must limit each message to a length of four (4) minutes. The system must also send each voicemail to one of two email accounts depending on the caller's language choice. A .wav file of the recorded message must be attached to the email and a text transcript of the message should be in the body of the email. Describe how you will meeting this requirement.**

Vendor's response:

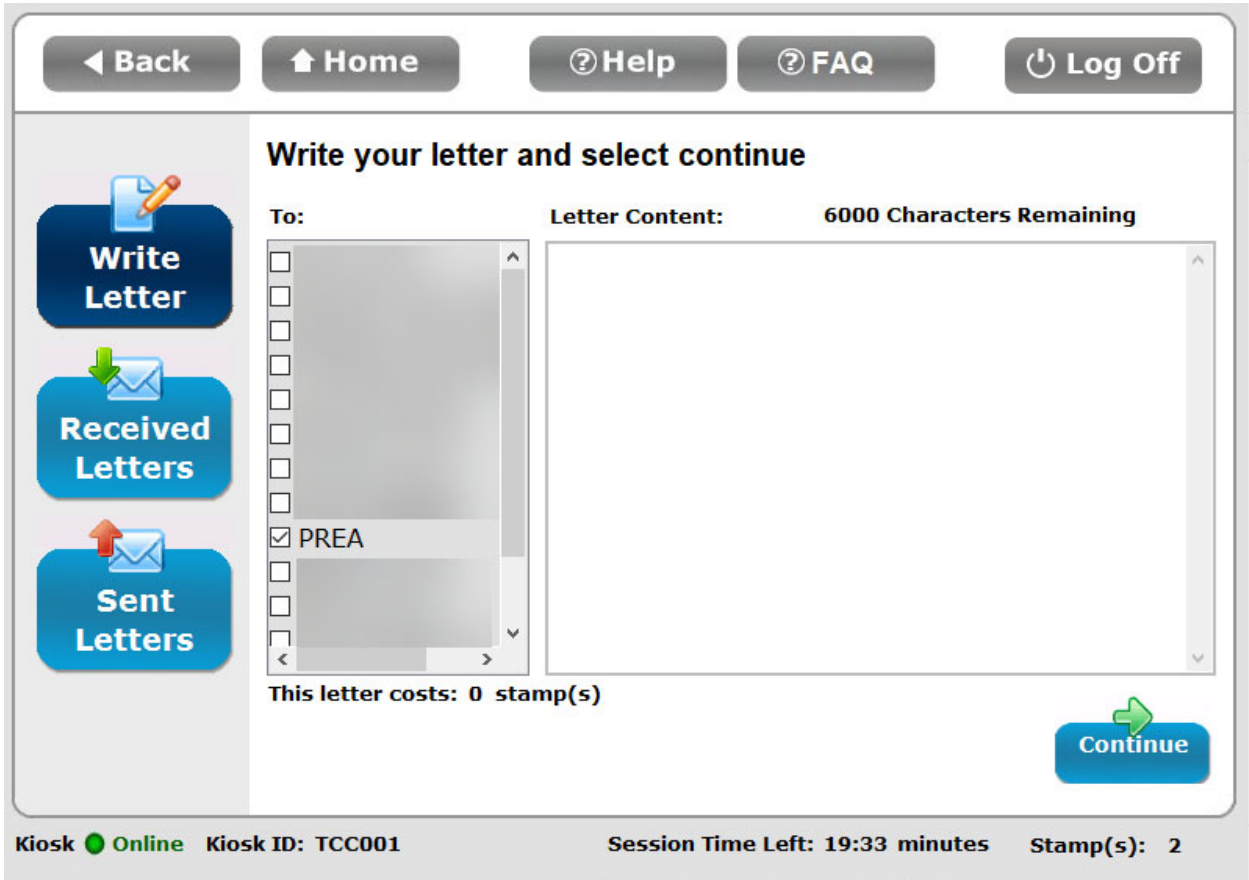
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The NextGen Secure Communications Platform™ (NextGen SCP™) allows incarcerants to report one or more types of incidents to the facility—PREA (Prison Rape Elimination Act), special investigations, or miscellaneous snitching.

In addition to enabling investigators to set up any phone, voice mailbox, or answering machine to answer calls from informants without any indication in the calling services call detail reports, global lists, or to other incarcerants, Securus agrees to configure separate English and Spanish PREA voicemail mailboxes. When a PREA voicemail is left, we will send an email with a recording of the call in .WAV format attached, along with a text transcript of the call in the body of the email, DOC specified email addresses in accordance with this requirement. It is a completely anonymous (and free) call with all information hidden from normal investigator views.

Additionally, Securus enables offenders to submit PREA communications at no cost via tablets and kiosks. Said communications will be in a text format and will be routed to a DOC specified email address / email addresses. The text based PREA solution is hidden

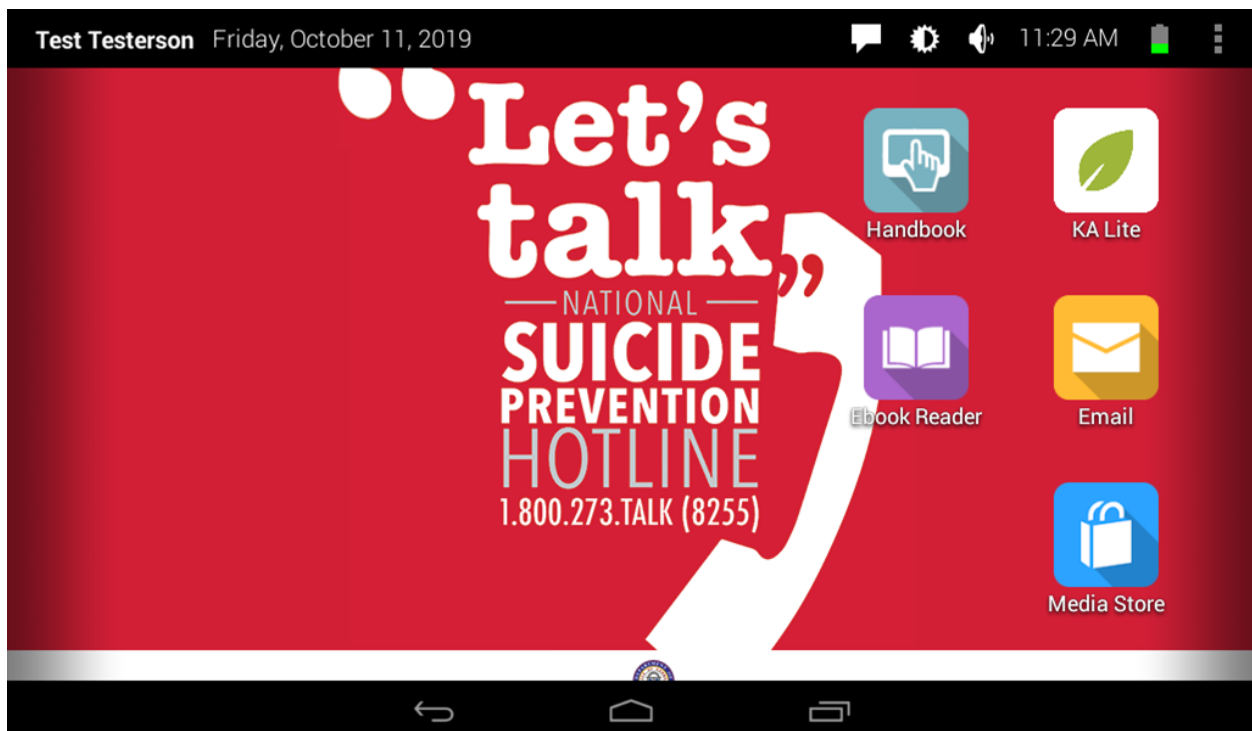
from all investigator views. This functionality is currently live with WA DOC's current tablet and kiosk solution.



Value Add Option



Securus is committed to partnering with WA DOC in providing a safe prison environment for all incarcerated. In addition to proving the traditional PREA reporting avenues, Securus looks forward to working with WA DOC to provide helpful safety reminders to the incarcerated on the tablets. For example, in other departments of correction, we have replaced the traditional tablet wallpaper with a DOC-sanctioned announcement about suicide prevention. This added feature would be at no cost to WA DOC.



- 4. Vendor must retain PREA audio files for 72 hours on a secure server that meets WA OCIO data security requirements (see WA OCIO website for further information) and automatically deletes the file after the retention period. Describe how you will meet this requirement.**

Vendor's response:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Additionally, we have read the Washington State – Office of the Chief Information Officer policy 141 (Securing Information Technology Assets document) and confirm that will be in compliance.

Calls to a PREA Line through NG SCP are recorded and stored in the same manner as any other call made on the system. NextGen SCP writes all recorded calls to a Network

Attached Storage array (NAS) in our primary Data Center. Each NAS array is also replicated to the secondary Data Center for redundancy and failover. All recordings created on the platform reside in at least two of our Data Centers. Recordings are stored online for immediate access for an agreed upon amount of time (e.g. 72 hours per this requirement) and then automatically deleted thereafter unless facility staff elect to extend the life of a specific recording on a case-by-case basis. NextGen SCP can also be used to burn the information to a digital file that can be transferred to CD or DVD for additional back up, if necessary.

5. **Each phone must be equipped with a calling instruction plate that will inform the incarcerant of PREA and Office of Crime Victim Advocacy (OCVA) hotline numbers. Acknowledge your acceptance of this requirement.**

Vendor's response:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus acknowledges and accepts this requirement.