

The background of the entire page is a photograph of a jail cell. A person in an orange jumpsuit is seen from behind, with their arms raised and hands gripping the vertical metal bars. Another person, possibly a guard, is partially visible on the left side of the frame, looking towards the inmate. The lighting is dim, and the overall color palette is dominated by blues and greys, with the orange of the jumpsuit providing a strong contrast.

# MAINTAINING SECURITY & COMPLIANCE WITHIN COUNTY JAILS AND CORRECTIONAL FACILITIES

# SecurePlan™ | Security Risk Mitigation Framework



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## Executive Summary

In the USA, correctional facilities detain nearly 2 million individuals across a range of institutions. These encompass 1,566 state and 98 federal prisons, 3,116 local jails, 1,323 juvenile correctional facilities, 181 immigration detention facilities, 80 Indian country jails, in addition to military prisons, civil commitment centers, state psychiatric hospitals, and others. Across all 50 states, security remains paramount for county jails and correctional facilities.

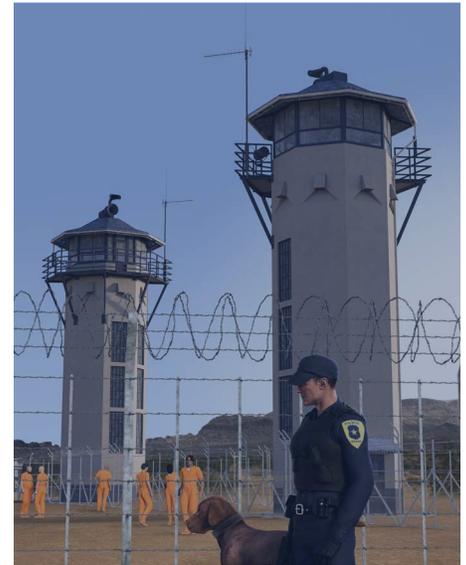
Many states have established dedicated bodies responsible for ensuring community safety. In states like Texas, for example, more than 240 facilities fall under the regulation of the Texas Jail Commission. The introduction of the Sandra Bland Act in 2017, facilitated by Governor Abbott, further elevated certification standards. Many local corrections facilities in these jurisdictions seek assistance in managing compliance. According to the 2018 annual report, only 89.6% of facilities attained certification and compliance, emphasizing the need for contemporary and reliable security partnerships.

**Certification statistics in other states reflect a similar trend, highlighting the national requirement for seasoned security technology partners.**

Local government administrations bear the responsibility of catering to their respective communities and pursuing actions that promote their well-being. Divisions operating at local and county levels are entrusted with the task of ensuring the seamless functioning of these communities and ensuring the contentment of their residents.

This involves overseeing waste collection, recycling initiatives, financial planning, upholding regulatory compliance, and the general upkeep of a diverse range of structures, spanning from libraries to correctional facilities.

A substantial segment of local governance resolves around the justice system; encompassing courts, law enforcement, detention facilities, and more. For the purposes of this ebook, we will focus on the safety and stability of localized penitentiary systems and explore methods to enhance its dependability to the utmost degree.



## Focusing on Texas

The oversight of correctional facilities in Texas has a lengthy history. As documented by the Texas Commission on Jail Standards, as far back as 1925, a regulation was introduced that outlined the procedures for operating a county jail. This directive entrusted County Commissioners with the duty of establishing secure and appropriate detention centers, which were obligated to maintain cleanliness and promote good health. In the later part of the 1950s, revisions were made to incorporate specifications such as spatial prerequisites, cell configurations, plumbing standards, provisions for meals, sanitation protocols, and the arrangement of inmate accommodations based on a broad categorization—ensuring segregation between first-time offenders and convicted felons, as well as between juvenile and adult detainees.

In 1975, the Texas Legislature established the Commission on Jail Standards with the purpose of enforcing a stated statewide directive, ensuring that all county jail establishments adhere to fundamental criteria concerning their construction, upkeep, and functioning. As of the year 2019, the Texas Jail Commission holds the authority to regulate 240 facilities, collectively providing 96,578 beds. Across the expanse of Texas, the dimensions and available resources of each detention center are contingent on the specific county of its location. Diverse scenarios prevail, where certain counties, like Dallas County, operate numerous facilities and manage substantial budgets. In contrast, smaller counties, often rural in nature, typically manage a solitary facility with limited financial resources.

Every year, a comprehensive evaluation of each governed facility is mandated to be conducted on-site as part of jail inspections. All grievances lodged by inmates are allocated to an inspector for review, while significant occurrences such as custodial fatalities or escapes are handed over to a specialized Critical Incident inspector. The 2018 Annual Report from the Texas Commission on Jail Standards reveals that by year-end, a substantial 89.6% of the county and privately managed establishments subject to regulatory assessment by TCJS had been officially certified and demonstrated adherence to the requisite benchmarks. Instances of non-conformity notifications are categorized into three distinct types: Life Safety, Management, and Construction.



In 1993, the legislative responsibilities of the Commission underwent further enlargement, this time encompassing the mandate to furnish consultation and specialized support to the state's correctional institutions. The provision of aid to counties in devising and executing compliant operational strategies is extended through avenues like conferences, written communication, and in-person assessments. These assistance initiatives encompass unbiased staffing suggestions and training for jail management, including mandatory instruction for jail personnel concerning Mental Health considerations.

Correctional institutions lacking in security become a source of risk, potentially creating hazardous circumstances for both personnel and detainees. This susceptibility can lead to escalated staff attrition rates and heightened instances of violence, subsequently resulting in substantial financial burdens for the facility. Failure to maintain up-to-date jail standards, and consequently, non-compliant detention centers, endangers the counties that depend on their efficient operation. Effective governance of these correctional facilities is of utmost importance, and it's through the commission's established rules and regulations that these institutions gain the necessary insights and resources to effectively manage a secure and well-functioning jail environment.

In the 2019 Self Evaluation Report released by the TCJS, the Commission shares that "it is also a necessary step to ensure that the physical plant complements the operations so that the highest degree of efficiency is attained. Failure to do so results in a facility that is cost prohibitive to operate." County detention centers bear significant responsibility, particularly in terms of adhering to regulations, and this holds especially true for oversight. Regarding the supervision of these facilities, diverse methods are employed. Security personnel conduct regular patrols, while video camera systems are installed to maintain continuous documentation of all areas.

In 2017, the Texas legislature enacted the Sandra Bland Act, a law that impacts various aspects including bail reform, diversion programs, detainee safety, officer training, issues of racial profiling, data compilation, officer accountability, and behavioral health. Consequently, this Act introduces new compliance prerequisites for Texas jails, aimed at safeguarding inmates with mental health conditions, including the incorporation of electronic monitoring.



**These novel regulations, with a specific emphasis on electronic monitoring, were required to be implemented within the facilities by September 2020.** As a result, certain local administrations are currently facing a race against time to execute these adjustments and ensure conformity. The Sandra Bland Act mandates the implementation of automated electronic sensors or cameras within local detention facilities to guarantee precise and punctual in-person inspections of cells or clusters of cells housing individuals at risk.

Intercom and paging systems present an additional avenue where subpar or outdated technology can pose challenges. By incorporating updated and seamlessly integrated technology, rapid and effortless responses to emergencies are facilitated. Effective monitoring of cells or designated zones, alongside efficient communication, stands as pivotal elements in upholding a secure environment.

Another challenge faced by smaller local correctional facilities pertains to resource allocation. These facilities often operate with inadequate staffing levels, resulting in gaps in coverage, and the criminal justice system is encountering difficulties in recruitment. This dearth of available personnel, coupled with the complications posed by Covid-19, has compelled local administrations to explore additional methods of surveillance. The issue of limited visibility is directly intertwined with the matter of resource availability.

Furthermore, all these issues within jails and correctional establishments can be intensified by concerns related to scalability. Whether dealing with a compact facility or a larger county detention center, upgrades need to be efficiently and effectively implementable. Each solution should be demonstrably effective whether applied to a configuration of 5 cameras or 500. **Thus, the question becomes: What viable solutions are at hand?**

Local correctional facilities necessitate contemporary solutions that are adaptable and easily upgradable to accommodate potential future changes in regulations. When considering the employment of MCA, the significance of camera systems and modern surveillance solutions for enhancing facility operations was emphasized by a local Sheriff, as an authority within a Texas county government.



That Sheriff contracted MCA to replace a legacy system initially installed in the late 1990's. One goal was to increase the number of cameras integrated into a new and improved comprehensive surveillance system. Our team worked to boost their camera count from 86 to a new total of 122. The sheriff also noted that these upgrades have a direct impact on inmate well-being. Installing individual cameras in holding cells proves cost-effective and reinforces the welfare of detainees.



*"The camera system is the single most important thing that I have in our jail that protects our county against false claims of inmates being injured, inmates being beat up by guards, all of these things," the sheriff stated. "Since I've been sheriff, going on eight years now, we have found several areas in the jail that are not covered by cameras and it creates problems for us. Where we have cameras we have lawsuits dismissed, or never even filed, once we provide the council with the tapes."*

To help facilitate improvements liked these and others, the Texas Legislature established the Prisoner Safety Fund. Historically underfunded Counties with jails accommodating 96 beds or fewer became eligible for grants to support capital upgrades. While some grants focus on hallway views versus cell views, increased visibility and additional perspectives provide crucial evidence, ensuring timely patrols by guards and comprehensive inmate monitoring.

Their legacy surveillance systems were previously employed primarily as a forensic tool – which at times was ineffective due to poor-quality audio or missing video footage. However, in consideration of the improved audio and visual capabilities of their new security cameras, their surveillance systems have turned video analytics into a proactive tool. Facility leadership can discreetly listen to and record relevant inmate conversations with their new systems, aiding in uncovering and averting planned acts of violence.



Another proactive audio tool involves triggering an automatic alarm if a certain sound volume level is exceeded, instantly prompting action for sounds like screams, gunshots, explosions, or glass breaking. Beyond intercom systems, the access control system and video analytics can leverage intelligent cameras to detect crowd levels or unusual motion patterns.

Considering the solutions to the aforementioned issues cropping up in correctional facilities statewide, it becomes evident that upgraded and modern surveillance systems equipped with secure records not only ensure compliance but also alleviate the burden of monitoring requirements.

Within MCA, we possess the requisite expertise and knowledge to cater to the unique demands of correctional facilities. As of today, we're currently engaged with dozens of County Jails and Corrections clients, working towards their objectives and ensuring the safety and security of their facilities. Our proficiency empowers us to formulate comprehensive strategies and protocols with strict standards that ensure all MCA systems surpass mandated code requisites. At MCA we don't merely meet minimum specifications, but to offer optimal solutions that address current and future needs. Moreover, our priority is to streamline your operations and decision-making processes.

MCA excels in facilitating the transition from outdated systems to modern alternatives, with UL-2050 certifications for highly controlled environments (*SCIF and CRZH*). The Texas Department of Information Resources, which oversees the state's technological strategy and infrastructure, named MCA as a vendor of choice due to our existing DIR contract. This ensures a straightforward onboarding process with no unnecessary waiting or additional paperwork, aligned with state requirements.

In today's landscape, the ability to access live and archived video feeds within and around a facility is vital — allowing clients to respond promptly to real-time events and conduct post-event forensic reviews. MCA's video surveillance solutions empower these capabilities, enabling clients to access video feeds remotely and on-site. As the digital era progresses, our customers benefit from advanced video technologies. Moreover, MCA's clients receive more than just technology – each system is meticulously tailored to match specific client needs, culminating in a secure, hassle-free, and user-friendly video surveillance and monitoring solution.



To provide our clients with the utmost support, our SecurePlan program stands out as the optimal choice. Exclusive to MCA, the SecurePlan program is thoughtfully crafted to meet all your burgeoning security needs in a cost-effective manner. This program serves to safeguard your budget from unforeseen expenditures and offers clients an array of benefits exceeding those of a mere "standard warranty" including things like...

### Expertise & Experience

For over 30 years, MCA has established its standing as a premier security system provider in Texas, and 12 other states, with a track record of installing over 20,000 systems.

### Trusting Relationships

Transparency and candor stand as pivotal elements that contribute to the most prosperous partnerships, and MCA upholds these principles in all our affiliations.

### Expanded Capacity

MCA is a partner equipped with an all-encompassing strategy for proactive monitoring, identification, mitigation, and resolution of threats.

### Effectively & Timely Updates

An ideal security integrator possesses the essential infrastructure to ensure uninterrupted operations, with the capability to regularly upgrade software and devices - addressing potential security vulnerabilities arising from novel and evolving threats.

### Responsive Tech Support

Our capabilities encompass comprehensive on-site and remote repair and diagnostics with industry leading SLA timelines, along with a network of 80+ offices strategically positioned across 13 states to promptly reach you when needed.

When it comes to choosing the right partner for your security needs, there are several criteria you should consider – customer service expertise, responsive tech support, remote support, a trusting relationship, the capacity to identify and mitigate threats, effective tech support and updates, and expertise and experience. MCA meets all these criteria and strives to go above and beyond your service expectations. With the **SecurePlan™** program, take advantage of all these benefits within a service level agreement.

**Customer Service Expertise**



Within our Client Service Center (CSC), we leverage over 20 years of collective experience in the security industry, along with certifications and specialized training, to diligently monitor your health system — swiftly identifying and addressing any potential issues that may arise.

**Responsive Tech Support**



Our extensive capabilities for onsite and remote repair/diagnostics aren'table. With over 80 strategically positioned offices across 13 states, we guarantee swift service and enhanced uptime, providing you with valuable support whenever and wherever you need it.

**Remote Support Services**



Alongside our onsite visits, our team possesses the ability to resolve over 50% of issues remotely. This remote troubleshooting capability ensures efficient problem-solving without the need for physical presence, saving you time and minimizing disruptions to your operations.

**Trusting Relationships**



MCA values transparency and openness as integral components of successful partnerships, and we prioritize fostering strong and trustworthy relationships with the thousands of clients, employees, and communities we serve.

**Threat Identification & Mitigation**



When selecting a partner, it is crucial to prioritize those with a robust strategy in place for actively monitoring, identifying, mitigating, and addressing threats. The effectively identify and mitigate threats is essential for ensuring the security and protection of your organization.

**Effective Tech Support & Updates**



A reputable security systems company possesses essential infrastructure for ensuring operational continuity. Moreover, it regularly updates software and upgrades technology to address emerging threats and close any security vulnerabilities.

**Expertise & Experience**



With centuries of combined experience, MCA's executive team has successfully undertaken notable high-profile design and install projects for government agencies, power and utility companies, and Fortune 500 corporations.

MCA's exclusive **SecurePlan™** program is designed to cater to all your growing security needs cost-effectively, work to protect your budget from the unexpected, and SLA options provide clients with much more than a "simple warranty." MCA offers a flexible service level agreement (SLA) option to meet any coverage need.

**Fundamental SecurePlan Limited™**



**SecurePlan Limited™**  
24/7 system health monitoring + alerts + software updates

**Comprehensive SecurePlan™**



**SecurePlan Limited™ + SecurePlan™**  
Proactive resolution + onsite support with guaranteed same-day response (*includes free loaner equipment, annual function tests and software updates, and as-needed replacement for all devices*)

**Highest Security Environments SecurePlan™ 24**



**SecurePlan Limited™ + SecurePlan™ + SecurePlan24™**  
24/7 onsite service with guaranteed 4-hour response window

### In Security, There are No Second Chances

A crisis is no time to discover system errors. That's why it's critical to have SecurePlan™ by MCA.

This exclusive program was designed to cost-effectively scale alongside our customers growing security needs to ensure maximum uptime.

SecurePlan™ is superior to standard warranties because it remediates risks before they become issues.

### Discover the Benefits

- Priority Dispatch (with Guaranteed Same-Day Response)
- Preventive Maintenance
- No Labor & Travel Costs (During Standard Business Hours)
- Nationwide Coverage
- No Unknown Failures or Downtime
- Saves Money Long-Term
- No Surprise Expenses

#### SYSTEM HEALTH MONITORING\*

	SecurePlan 24	SecurePlan	SecurePlan Limited	MCA Standard Warranty
System health monitoring*	✓	✓	✓	N/A
Client notification of detected system issues	✓	✓	✓	N/A
Predictive failure alerts on core components	✓	✓	✓	N/A
Proactive resolution of detected system issues	✓	✓	✓	N/A

#### REMOTE SUPPORT

Remote diagnostics and issue remediation	✓	✓	✓	N/A
On-demand remote support session	✓	✓	✓	N/A
Customer help desk	✓	✓	✓	N/A
Coordination of on-site repair	✓	✓	✓	N/A
Same day remote service	✓	✓	✓	N/A
Remote delivered annual function test	✓	✓	N/A	N/A

#### ON-SITE SUPPORT

Warranty device replacement	✓	✓	N/A	1yr
Out of warranty device repairs/replacement	✓	✓	N/A	N/A
Guaranteed same-day response	✓	✓	N/A	N/A
Free loaner equipment	✓	✓	N/A	N/A
Technician travel included	✓	✓	N/A	1yr
Annual system inspection, cleaning & testing	✓	✓	N/A	N/A
Annual system software upgrades (including labor)	✓	✓	✓**	N/A
Discount on labor for billable service work	10%	10%	N/A	N/A
On-site customer training session	✓	✓	N/A	N/A
24x7 Service included	✓	N/A	N/A	N/A
4 Hour service response	✓	N/A	N/A	N/A

#### ADMINISTRATIVE

Maintenance of system records	✓	✓	✓	N/A
Software license management	✓	✓	✓	N/A
Annual technical planning session	✓	✓	N/A	N/A

\*System Health Monitoring Requires access to Internet for outbound traffic

\*\*Annual System Software Upgrades for SecurePlan Limited are remote only

## Who is MCA?

MCA is one of the largest and most trusted integrators in the United States offering world class voice, data, and security solutions that enhance the quality, safety, and productivity of customers, operations and lives.

Enterprise leaders faced with problems from communication gaps, security challenges, and data threats choose MCA's certified teams to design, implement, and maximize solutions, from the most trusted and reliable US-based manufacturers.

These leaders love the assurance of MCA's local sales and service teams, being there in the moments that matter throughout the life of the solution.

More than 65,000 customers trust MCA to provide carefully researched solutions for a safe, secure, and more efficient workplace. As your trusted advisor, we reduce the time and effort needed to research, install, and maintain the right solutions to make your workplace better.



## What We Do

We pride ourselves on employing experts who understand the latest cutting-edge wired and wireless voice, data, and security technologies for your specific industry. We pursue only the most effective solutions to fit your budget and meet your exacting needs. Some of the industries we collaborate with are outlined below:

- Manufacturing
- Construction
- Education
- Fire & Rescue
- Emergency Services
- Healthcare
- Hospitality
- Law Enforcement
- Logistics
- Public Safety
- Security
- Utilities
- Recreation
- Retail
- Transportation



### The MCA Difference | A Service-First Approach

*What does it mean to take a service-first approach?*

At MCA, we provide service wherever and whenever it is needed. In short, our greatest commitment is to serve our employees, our customers, and tens of thousands of individual communities across the United States.

The MCA advantage is our extensive service portfolio to support solution life-cycles from start to finish combined with our team of certified professionals. As your trusted advisors service is woven into the DNA of our company. It is more than a motto — *it is who we are.*

### Large-Scale Support and Local Management

As a family company, MCA furnishes its clients with all the management and support advantages of a local business while also offering a vast array of state-of-the-art security and communications solutions.

Despite being a large enterprise, we're embedded in the communities we serve — with teams equipped with the experience, knowledge, and expertise needed to provide the most advanced solutions possible.

***THIS IS THE MCA DIFFERENCE.***

The image features a dark blue overlay on a photograph of a jail cell. A person in an orange jumpsuit is sitting on a cot, resting their head on their hand. Another person in dark clothing is walking past in the foreground, partially obscured. The MCA logo is centered in white, with the 'C' containing a blue circular graphic.

MCA