



HERE'S WHAT YOU NEED TO KNOW ABOUT LEO TECHNOLOGIES AND VERUS

Why our motto is “Hear the voices that matter.”

LEO Technologies was founded by former law enforcement officers (LEOs) who saw the gaps left by using old-school tactics and the need to bring policing into modern times. They saw how inmate phone services in jails and prisons routinely recorded phone calls but never gave LEOs an easy way to search for important information within specific calls. Millions of minutes of recorded phone calls could not be accessed except through hours of listening—hours that no agency or facility can spare. LEO Technologies developed Verus as a way to fill that resource gap.

What Verus is—and isn't.

Verus is not an inmate phone service provider. Instead, Verus is a third-party add-on service integrated into existing inmate phone systems in jails and prisons. The service provides near real-time transcriptions, with keyword-based searches and alerts, enabled by artificial intelligence (AI). LEO Technologies has never raised the inmate phone rate of our clients and, in some cases, we have decreased the commission rate earned from inmate phone calls.

Verus is not voice recognition software. Nor is it a biometrics-based tool. Verus is based on a nontraditional transcription service, Amazon Web Services (AWS) Natural Language Processor (NLP).

NLP focuses on what words are being said and how words are said by focusing on frequency, volume, and tone. NLP does not focus on who is saying what because its focus is on transcript accuracy of spoken words and their context. To ensure that the Verus system stays objective, we have two important measures embedded within our tool. A Peace Officer

Standards and Training (POST)-certified investigative specialist and an auditing system within Verus ensure that all search inquiries are based on probable cause, which is the legal standard to detain someone under the color of authority.

Our POST-certified investigative specialists are high-level, metro area experienced officers who have retired and are in good standing with their agency. Our investigative specialists are familiar with federal, local, and state law standards and work closely with our clients. They also take part in more than 80 hours of annual training to ensure they are up to date with our system and abide by the protocols of the agencies in which they are embedded. We have allowed outside academic institutions (most notably the University of Southern California) to access Verus and analyze its effectiveness as an objective tool.



How Verus mitigates human bias.

From the beginning, Verus was developed to be a non-biased, objective tool. The natural language processing technology behind AI focuses only on the actual words transcribed from a phone call—not the caller’s identity. Verus has no way to search by federally protected classes which include race, age, gender, ethnicity, religion, or sexuality. Investigators may only search for calls by objective data, such as inmate name, date of call, or keyword.

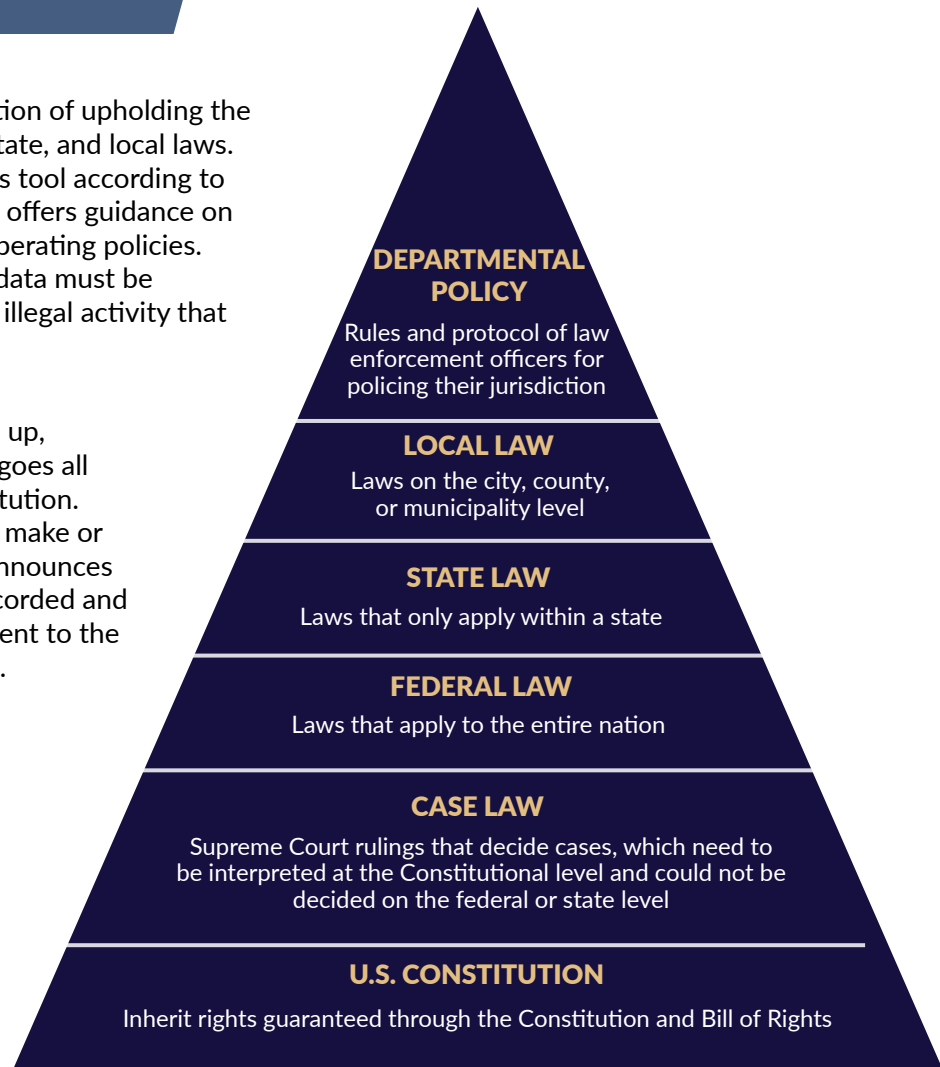
The Verus system can be used to search for Spanish terms and translates Spanish transcripts to English. But the key point to remember is that the system searches for Spanish words, not Spanish speakers.

The law and Verus.

LEO Technologies was built on a strong foundation of upholding the United States Constitution, as well as federal, state, and local laws. LEO Technologies structured and built the Verus tool according to federal guidelines outlined in 28 CFR 23, which offers guidance on the limitations of criminal intelligence system operating policies. According to this federal code, all collection of data must be associated with probable cause, which includes illegal activity that has occurred, will occur, or is ongoing.

Our system abides by protocol from the ground up, which originates from departmental policy and goes all the way to rights guaranteed by the U.S. Constitution. It’s important to understand that when inmates make or receive phone calls, the facility phone service announces to both the caller and recipient that calls are recorded and monitored. Both caller and recipient must consent to the call being monitored before they are connected.

It is also important to understand that, by law, inmate phone services cannot allow inmates to use their phones to call attorneys. In fact, phone calls to attorneys do not take place in the traditional phone room in a correctional facility. When inmates set up their phone service accounts, they are required to give their attorneys’ phone numbers. This means that Verus cannot access or monitor privileged communications.



How Verus supports inmate health and the response to COVID-19.

Concern for inmate safety and health is critical for LEO Technologies. Our CEO, Scott Kernan, is the former Secretary of California Department of Corrections and Rehabilitation, where he worked to reduce the inmate population and remove harsh isolation policies.

Inmates are frequently afraid to speak up about health needs due to fears of retaliation. Too often, inmates do not feel comfortable asking the people to whom they have been entrusted for the help they need. Inmates may speak more frankly in phone calls to friends and family. That's why we use Verus to monitor calls for keywords related to COVID-19. This information doesn't simply include discussions of whether or not

an inmate has the virus. It also helps staff be alert to multiple risks, including situations where inmates may not have basic necessities, such as soap or tissues.

Because of immediate keyword alerts, Verus helps support inmate health (including mental health) and safety in other ways. **In 2019 alone, Verus was involved in 88 suicide prevention incidents in multiple facilities.** Verus has also helped identify inmates going through opioid withdrawal or threatened by sexual assault. The immediate information from Verus has allowed staff to proactively connect at-risk inmates with critical services.

Real-Life Case Studies:

Information from Verus has been used to solve and mitigate real-world crimes, including two kidnapping and murder cases in 2019 which received national attention.

Kamille "Cupcake" McKinney

After this three-year-old was abducted from a birthday party, Verus helped identify approximately 20 phone calls alone about the high-profile kidnapping. Because of eyewitness accounts, investigators created an alert for the keyword "candy." This led to a call that placed a suspect purchasing candy before the kidnapping and ultimately led to a murder charge and the location of the little girl's body.

Aniah Blanchard

The disappearance of this college student gained national attention following the appeals of her stepfather, UFC fighter Walt Harris. Following a tip about a truck, investigators added the keyword "truck" into the Verus alert list. The following day, the system flagged a phone call that revealed an inmate arrested on unrelated warrants talking about the young woman's disappearance. Evidence from this call helped police pick up the suspect and locate Blanchard's remains.

Sex trafficking and child endangerment

A call from a female inmate was flagged for the term "real life"—a term commonly used in sex trafficking. The series of related calls that followed led to charges of sex trafficking and identity theft, and enabled authorities to remove a child from a potentially abusive situation.

Gun and gang-related investigations and information sharing

Evidence from Verus is shared collaboratively across agencies and task forces, including innovative crime centers that bring together multiple agencies and jurisdictions under one roof. In one example, a shocking call recorded a shooting as it happened. The call gave authorities evidence to support a multi-agency task force involving state, local, and federal law enforcement that led to the recovery of multiple illegal weapons and the arrest of the suspects.