PREA AUDIT REPORT □ Interim ☒ Final COMMUNITY CONFINEMENT FACILITIES- Volunteers of America Greater New Orleans, LA

Date of report: June 24th, 2016

Auditor Information					
Auditor name: Michele Da	Auditor name: Michele Dauzat				
Address: PO Box 1251 Min	nden, La. 71058				
Email: MDauzatPREA@gm	ail.com				
Telephone number: 318	349-1291				
Date of facility visit: Mag	y 26, 2016				
Facility Information					
Facility name: Volunteers	of America Greater New Orleans Res	sidential Reent	ry Center		
Facility physical address	5: 2929 St. Anthony New Orleans, 70	122			
Facility mailing address	: (if different from above) Click her	e to enter text.			
Facility telephone numb	per: (504) 944-5678				
The facility is:	□ Federal	☐ State		□ County	
	☐ Military	☐ Municipal		☐ Private for profit	
	□ Private not for profit				
Facility type:	□ Community treatment centerHalfway house□ Alcohol or drug rehabilitation	nouse		X□ Community-based confinement facility□ Mental health facility□ Other	
Name of facility's Chief	Executive Officer: James LeBl	anc			
Number of staff assigne	d to the facility in the last 12	months: 24			
Designed facility capaci	ty: 100				
Current population of fa	cility: 53				
Facility security levels/i	nmate custody levels: Minimur	n			
Age range of the popula	tion: 21-75				
Name of PREA Compliance Manager: Olugbenga Akanji Title: PREA Coordinator/Program Director					
Email address: oakanji@	Pvoagno.org	7	Telephone number: (504) 944-5678		
Agency Information					
Name of agency: Volunt	eers of America				
Governing authority or	parent agency: <i>(if applicable)</i> Cl	lick here to ent	ter text.		
Physical address: 4152	Canal Street, New Orleans, LA	70119			
Mailing address: (if differ	Mailing address: (if different from above) Click here to enter text.				
Telephone number: 504-482-2130					
Agency Chief Executive Officer					
Name: James M. LeBlanc Title: President/CEO					
Email address: jleblanc@voagno.org T			Telephone numbe	r: (504)-482-2130	
Agency-Wide PREA Coordinator					
Name: Olugbenga Akan	ji	1	Fitle: Program Dir	ector	
Email address: oakanji@voagno.org			Геlephone numbe	r: (504) 944-5678	

AUDIT FINDINGS

NARRATIVE

The audit was conducted on May 26th, 2016 by Michele Dauzat, PREA Auditor, accompanied by Wayne Dauzat, PREA Support Staff. The audit team had previously conducted at Mock audit in March of 2016 in preparation for the certification audit. Recommendations were made following the mock audit to the facility staff. It was apparent during the certification audit that all recommendations were followed and practice was put into place.

No significant issues were found during this audit. There have been zero incidents or allegations; every resident interviewed indicated they felt safe and felt other residents were safe.

Staff training is excellent, thorough and well-documented and interviews affirmed that all required topics are covered annually and in initial training as well. Inasmuch as the small number of mid-level and senior staff routinely fill multiple roles, training usually overlaps several areas for each person.

There has never been an incident or allegation of sexual abuse or harassment. All staff and residents are trained in appropriate responses, however, and all verified and demonstrated their knowledge of the proper steps through the interviews. Residents can contact the victim services agency at the provided telephone numbers at any time.

Aside from scheduled counts and regular locker searches, residents are lightly regulated and have extensive access to the outside community. Every resident was cognizant of the avenues to file a complaint, none had ever had any issues, and every resident firmly believed that a complaint to any staff member would elicit immediate response. Every resident stated confidently that the staff was committed to resident safety and would tolerate no inappropriate behavior.

Specialized Staff Interviews- (Note many staff have multiple roles due to small agency size):

- 1 President/CEO
- 1 PREA Coordinator/1Retaliation Monitor
- 1 HR Director/Compliance Coordinator
- 1 Investigative Staff/Incident Review
- 1 Case Manager
- 1 Intake Staff/Staff who Perform Screening for Risk of Victimization
- 1 Intermediate- or higher-level facility staff
- 1 Staff on the incident review team
- 1 First responder/ Chief of Security

A total of 59% of staff were interviewed for random staff interviews.

A total of 50% of on site residents were interviewed.

All medical services are provided in the community, none at the facility. All allegations of abuse would be referred to the New Orleans Police Department per their mutual agreement, but there have been none.

The tour revealed a common and consistent approach to operations and physical plant furnishing and design. All sleep areas contained various numbers of beds and all toilet/shower areas, were largely private. Cameras are well placed in all common areas with none in areas where privacy would be expected.

Operations are structured such that cross gender entry into housing areas is always announced and documented. Both residents and staff indicate that adequate time is allowed for residents to clothe themselves before actual staff entry.

DESCRIPTION OF FACILITY CHARACTERISTICS

The facility has two separate living areas, one female and one male unit. The facility also has a Laundry room, Dining area, Kitchen and one recreational room per gender unit. The facility Control Center is located in the front of the building next to the lobby. The facility also has a fenced in outside recreational unit.

SUMMARY OF AUDIT FINDINGS

Volunteers of America have no standards in the "not met" category, the program is Compliant with the Prison Rape Elimination Act.

Number of standards exceeded: 5

Number of standards met: 39

Number of standards not met: 0

Standard 115.211 Zero tolerance of sexual abuse and sexual harassment; PREA Coordinator

	Exceeds Standard (substantially exceeds requirement of standard)
\boxtimes	Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
	Does Not Meet Standard (requires corrective action)

Policy in place; interviews with both residents and staff affirmed that this culture is taken very seriously by the entire program and all staff. This facility takes its mission to heart and embeds resident safety and mutual resident-staff respect into all facets of its operations. The Program Director also serves as the PREA Coordinator and voiced that he has adequate time to serve in both capacities.

Standard 115.212 Contracting with other entities for the confinement of residents

Exceeds Standard (substantially exceeds requirement of standard)
Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
Does Not Meet Standard (requires corrective action)

The facility does not enter into contract with other entities. Agreements with the New Orleans Police Department and medical providers do specify PREA compliance.

Standard	15.213 Supervision and monitoring
	Exceeds Standard (substantially exceeds requirement of standard)
\boxtimes	Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
	Does Not Meet Standard (requires corrective action)
the dormi of each ca	olicy in place and there are facility layouts reviewed. There is a lock placed on both janitor closets in ries to prevent an area of opportunity for sexual assault. The control room officer does a complete view era every 15 minutes and documents the review. The staffing plan considers each factor mandated by riewed routinely and also thoroughly elaborates on how each factor is considered in the staffing plan.
Standard	L5.215 Limits to cross-gender viewing and searches
\boxtimes	Exceeds Standard (substantially exceeds requirement of standard)
	Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
	Does Not Meet Standard (requires corrective action)
states that the male of in the ma- areas. Inconstruction curriculumes idents;	des that they do not perform cross gender pat searches or body cavity searches. The policy in place also of one will be searched to determine their genital status. There is a male and female on each shift and iccers do not make rounds in the female dormitory. The cross gender announcements are being made dorm and are documented accordingly. There is no cross gender viewing of residents in toilet or shower ded in the documents received, the training roster for transgender searches was available and training provided. The Director stated the previous practice of offering separate showers to transgender owever, the facility recently developed a form use for this purpose to document the effort in the event receives a transgender resident.
Standard	15.216 Residents with disabilities and residents who are limited English proficient
	Exceeds Standard (substantially exceeds requirement of standard)

VOAGNO has policy in place that aligns with the PREA requirements and has available the PREA information in several different languages. The facility also has a contract with Lighthouse Louisiana for sign language services.

Meets Standard (substantial compliance; complies in all material ways with the standard for the

 \boxtimes

relevant review period)

Does Not Meet Standard (requires corrective action)

Standa	rd 115.	217 Hiring and promotion decisions
		Exceeds Standard (substantially exceeds requirement of standard)
		Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
		Does Not Meet Standard (requires corrective action)
-		Il standards. The facility recently conducted background checks of all employees. The BOP also ground checks and sends information to the facility.
Standaı	rd 115.	218 Upgrades to facilities and technologies
		Exceeds Standard (substantially exceeds requirement of standard)
		Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
		Does Not Meet Standard (requires corrective action)
recent u		S. 221 Evidence protocol and forensic medical examinations
	\boxtimes	Exceeds Standard (substantially exceeds requirement of standard)
		Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
		Does Not Meet Standard (requires corrective action)
specific the spec	and de	s not provided on site but the facility has an agreement with local hospital. The facility has a very stailed Uniform Evidence Protocol. The staff was very aware of the evidence protocol procedure and rm that is required. The protocol was designed to ensure the evidence is preserved in the most secure ting all parties involved. The audit felt this protocol exceeds the requirements of this standard.
Standaı	rd 115.	222 Policies to ensure referrals of allegations for investigations
		Exceeds Standard (substantially exceeds requirement of standard)
		Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
		Does Not Meet Standard (requires corrective action)

PREA Audit Report

There have been no incidents reported.

Policy is compliant and the agreement with the New Orleans Police Department adhers to the mandates of PREA.

Standa	ard 115	.231 Employee training
		Exceeds Standard (substantially exceeds requirement of standard)
	\boxtimes	Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
		Does Not Meet Standard (requires corrective action)
standa	rd. All	eceived PREA training and the facility has a good training curriculum that is in compliance with the staff were knowledgeable regarding the PREA training and could easily articulate the facility goals for zero tolerance of sexual assault.
Standa	ard 115	.232 Volunteer and contractor training
		Exceeds Standard (substantially exceeds requirement of standard)
	\boxtimes	Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
		Does Not Meet Standard (requires corrective action)
The fac	cility has	trained all volunteers and provided documentation to demonstrate compliance.
Standa	ard 115	.233 Resident education
		Exceeds Standard (substantially exceeds requirement of standard)
		Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
		Does Not Meet Standard (requires corrective action)
compl	iance. It	licies, receiving/training requirements for new residents and all interviews clearly demonstrated was clear that the procedures, rules and most importantly culture of zero tolerance were imparted to onal copies of training rosters and curriculum were provided to auditors.
Standa	ard 115	.234 Specialized training: Investigations
		Exceeds Standard (substantially exceeds requirement of standard)
		Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
		Does Not Meet Standard (requires corrective action)

The facility has four investigators which is a large number for such a small facility. All investigators have completed the NIC specialized training for PREA investigators.

Stand	dard 11	5.235 Specialized training: Medical and mental health care
		Exceeds Standard (substantially exceeds requirement of standard)
		Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
		Does Not Meet Standard (requires corrective action)
throu	gh a re	medical and mental health care is provided off site. Case management staff can refer as necessary ferral to the BOP. It is noted that mental health and major medical cases have not been sent to this the Federal Bureau of Prisons.
Stand	dard 11	5.241 Screening for risk of victimization and abusiveness
	\boxtimes	Exceeds Standard (substantially exceeds requirement of standard)
		Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
		Does Not Meet Standard (requires corrective action)
facili inclue the re arriva and n	ty receided the esident.	has a screening tool in place that specifically address all of the required factors per the standard. The ntly revised the screening assessment to better reflect the needs of the population. The revisions resident's perceived status of LBGTI and a definitive method of assessment based on answers given by The facility also completes a very thorough assessment of vulnerability within the first 30 days of termine if the resident feels safe in his or her living environment. Screening is completed as required ents have been reported. The intake officer completes the initial screening immediately and then the ool is completed within the following 24 hours.
Stand	dard 11	5.242 Use of screening information
	\boxtimes	Exceeds Standard (substantially exceeds requirement of standard)
		Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
		Does Not Meet Standard (requires corrective action)

The facility completes an initial screening of the resident to alert staff if the resident has any immediate concerns. If noted the resident has concerns for his or her safety or may be vulnerable to living in the housing area, the Program Director is immediately notified and BOP intervenes to make arrangements suitable to the residents needs. All factors of vulnerability are considered prior to placing the resident in the housing area.

Standard	115.251 Resident reporting
	Exceeds Standard (substantially exceeds requirement of standard)
	Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
	Does Not Meet Standard (requires corrective action)
is allowed	have numerous methods to report any issues or abuse, including telephone or mail access. Each offender possession of an issued cell phone which would allow for all calls to remain anonymous. All areas of the are adequately covered with the reporting mechanism. All residents voiced they knew how to report if
Standard	115.252 Exhaustion of administrative remedies
	Exceeds Standard (substantially exceeds requirement of standard)
	Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
	Does Not Meet Standard (requires corrective action)
-	e documentation and interviews with both residents and staff show that program policy and practice align REA standard.
Standard	115.253 Resident access to outside confidential support services
	Exceeds Standard (substantially exceeds requirement of standard)
	Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
	Does Not Meet Standard (requires corrective action)
Residents hinformation	have access to the Silence is Violence Advocacy Group in New Orleans via mail or phone contact. All necessary is widely posted in the housing areas.
Standard	115.254 Third-party reporting
	Exceeds Standard (substantially exceeds requirement of standard)
	Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
	Does Not Meet Standard (requires corrective action)

All residents were aware of the capability and methods to do this, including use of their own families, visitors, and hotline available.

Standard 1:	15.261 Staff and agency reporting duties
	Exceeds Standard (substantially exceeds requirement of standard)
	Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
	Does Not Meet Standard (requires corrective action)
	o reports have been received, policy and training are very clear that staff will treat each and all as credible regardless of source, and will respond immediately and insure that the leadership structure is
Standard 1	15.262 Agency protection duties
	Exceeds Standard (substantially exceeds requirement of standard)
	Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
	Does Not Meet Standard (requires corrective action)
program requirem	nsive focus on responsibility and culture of respect in this program is clear in all policies and the policy on reporting is built in to all processes. Every staff and resident interviewed was aware of the ent to report issues and to insure the safety of all residents. 15.263 Reporting to other confinement facilities
	Exceeds Standard (substantially exceeds requirement of standard)
	Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
	Does Not Meet Standard (requires corrective action)
Polices a	re compliant.
Standard 1	15.264 Staff first responder duties
	Exceeds Standard (substantially exceeds requirement of standard)
\boxtimes	Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
	Does Not Meet Standard (requires corrective action)

Each staff member interviewed was trained on initial response and all security staff were additionally trained as first responders. First responders/security staff had additional inputs in more detail, but all staff members interviewed, including non-security persons, were aware of the basic requirements to protect victims, separate parties, preserve evidence and notify leadership. Their training was both initial and recurring annually.

Standard 1	15.265 Coordinated response
\boxtimes	Exceeds Standard (substantially exceeds requirement of standard)
	Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
	Does Not Meet Standard (requires corrective action)
confronted security, and respons clearly dem requirement	In has a coordinated response plan but has yet to use it, absent any incidents. Additionally, when with individual challenges that occur in residents' lives, the issues are usually life issues vice safety or d normally require individual case management response, not incident response. It is evident by policy e plan, resident safety is of the upmost importance. The coordinated action plan in place is detailed and onstrates the facility dedication to zero tolerance of sexual assault. The response plan exceeds the its of the PREA standard.
Standard 1	15.266 Preservation of ability to protect residents from contact with abusers
	Exceeds Standard (substantially exceeds requirement of standard)
\boxtimes	Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
	Does Not Meet Standard (requires corrective action)
There has b	een no collective bargaining agreement entered into or renewed since August 2012.
Standard 1	15.267 Agency protection against retaliation

The PREA Coordinator acts as the monitor, per program policy, but has yet to face any need for him to oversee such protection. If monitoring were ever needed it would be a minimum of 90 days and most likely until expiration of release. The facility is in compliance with this standard. The facility has recently created a form that will be used to track and document retaliation monitoring

Meets Standard (substantial compliance; complies in all material ways with the standard for the

Exceeds Standard (substantially exceeds requirement of standard)

Does Not Meet Standard (requires corrective action)

 \boxtimes

relevant review period)

Standard 1	Standard 115.271 Criminal and administrative agency investigations		
	Exceeds Standard (substantially exceeds requirement of standard)		
	Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)		
	Does Not Meet Standard (requires corrective action)		
`	gations are referred to the New Orleans Police Department per agreement. The agreement calls for ervance by the PD in process and investigations.		
Standard 1	15.272 Evidentiary standard for administrative investigations		
	Exceeds Standard (substantially exceeds requirement of standard)		
	Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)		
	Does Not Meet Standard (requires corrective action)		
-	policy is aligned and requires this standard in internal decision making and disciplinary reviews. 15.273 Reporting to residents		
	Exceeds Standard (substantially exceeds requirement of standard)		
	Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)		
	Does Not Meet Standard (requires corrective action)		
Policy is ali	gned and procedures exist.		
Standard 1	15.276 Disciplinary sanctions for staff		
	Exceeds Standard (substantially exceeds requirement of standard)		
	Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)		
	Does Not Meet Standard (requires corrective action)		
Policy is c trained cor	ompliant, there have been no incidents, and interviewed staff were aware of requirements and had been rectly.		

Standard 115	5.277 Corrective action for contractors and volunteers
	Exceeds Standard (substantially exceeds requirement of standard)
Х□	Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
	Does Not Meet Standard (requires corrective action)
Policy is in co	ompliant with this standard. There have been no incident to report to demonstrate practice.
Standard 115	5.278 Disciplinary sanctions for residents
	Exceeds Standard (substantially exceeds requirement of standard)
	Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
	Does Not Meet Standard (requires corrective action)
discipline f	compliant and in place, training is in place. Files reviewed and interviews conducted indicated that for residents is infrequent and not related to any sexual abuse. 5.282 Access to emergency medical and mental health services
	Exceeds Standard (substantially exceeds requirement of standard)
	Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
	Does Not Meet Standard (requires corrective action)
	re in the immediate or nearby community and available whenever needed. Transport is always addition, BOP will also send staff to evaluate if necessary.
Standard 115	5.283 Ongoing medical and mental health care for sexual abuse victims and abusers
	Exceeds Standard (substantially exceeds requirement of standard)
	Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
	Does Not Meet Standard (requires corrective action)
•	y is present but has not been needed at this point. The BOP will also assist with treatment if

 □ Exceeds Standard (substantially exceeds requirement of standard) ☑ Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period) □ Does Not Meet Standard (requires corrective action) Policy and process and training in place but no incidents have occurred. Standard 115.287 Data collection □ Exceeds Standard (substantially exceeds requirement of standard) ☑ Meets Standard (substantial compliance; complies in all material ways with the standard for the
relevant review period) Does Not Meet Standard (requires corrective action) Policy and process and training in place but no incidents have occurred. Standard 115.287 Data collection Exceeds Standard (substantially exceeds requirement of standard)
Policy and process and training in place but no incidents have occurred. Standard 115.287 Data collection Exceeds Standard (substantially exceeds requirement of standard)
Standard 115.287 Data collection Exceeds Standard (substantially exceeds requirement of standard)
☐ Exceeds Standard (substantially exceeds requirement of standard)
Meets Standard (substantial compliance: complies in all material ways with the standard, for the
relevant review period)
□ Does Not Meet Standard (requires corrective action)
Data is gathered as required and published annually in the program report. Copy was provided.
Standard 115.288 Data review for corrective action
☐ Exceeds Standard (substantially exceeds requirement of standard)
Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
□ Does Not Meet Standard (requires corrective action)
PREA Coordinator reviews data annually to determine any needed changes or search for any trends. Required in their policy. The program publishes its data on its own web site.
Standard 115.289 Data storage, publication, and destruction
☐ Exceeds Standard (substantially exceeds requirement of standard)
Meets Standard (substantial compliance; complies in all material ways with the standard for the relevant review period)
□ Does Not Meet Standard (requires corrective action)
Policy is compliant, records are securely maintained and an annual report published as required.

AUDITOR CERTIFICATION

I certify that:

\boxtimes	The contents of	this report are	accurate to the	best of my	knowledge.

- No conflict of interest exists with respect to my ability to conduct an audit of the agency under review, and
- I have not included in the final report any personally identifiable information (PII) about any inmate or staff member, except where the names of administrative personnel are specifically requested in the report template.

Michele Danyat	June 24th, 2016		
Auditor Signature	_	Date	