



THE LATEST NEWS, VIEWS & ANNOUNCEMENTS

INSIDE

RE-fined

In this edition of the Subsentio Wire we highlight the work being done to bring human traffickers to justice by supporting the victims through another charity we support, Re-fined.

The Interview

Our greatest asset are the men and women who have dedicated their careers to our mission. In this edition we interview another key employee, Gina Alzate, our Director of Record Management Services.

Vendor Highlight

On occasion, we like to highlight our vendors. In this edition we introduce First Network Group which has a great product that we've promoted for years; the DHCPatriot™.

RE-fined

-By Jessi Burge – Founder & President



The National Human Trafficking Hotline has received 399,494 contacts since 2007 reporting human trafficking. The reported cases are considered the smallest tip of the iceberg, because one of the main tactics used in controlling human trafficking victims is isolating them from external contact so they have no way to reach out for help. The situation is undeniably bleak, but it is not hopeless. There are many organizations working to physically rescue individuals out of trafficking situations and get them to a place where they can start to heal - and the healing process is where Re-fined comes in.

Re-fined started with a vision: to restore each survivor's sense of self-worth and value, and to empower survivors to live lives of health and dignity. RE-fined partners with law enforcement, rehabilitation homes, and local businesses to bring survivors the extra support they need while they are rebuilding their lives. One of the earliest ways Re-fined steps in to help is through our Court Support program, which pairs Re-fined staff members with survivors who are required to confront their abusers in court. The staff member meets with the witness, takes them shopping for professional attire, provides them with salon services, and mentors them through the court process. They also appear in court to support the victims as they give their testimonies.

The program was started in response to a court case where a judge dismissed a victim's testimony because "based on the way you're dressed right now, you had it coming to you." Witnesses are not taken seriously in court if they cannot present themselves professionally, so RE-fined's Court Support program addresses this need in pursuit of perpetrators being brought to justice, but our work doesn't stop there. All healing from trauma takes place through relationships, and Re-fined is invested in building trustworthy relationships with victims, helping them successfully complete their time in transitional homes, and providing a supportive community for them once they are living independently. Our goal is for the victims to never go back into the trafficking world.

The problem of trafficking will only go away if we take action, and you can be a part of that solution! For more information go to <https://re-fined.org/> or click [here](#) for our 2022 Impact video.

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Subsentio Academy

Our training program is a hit, with new classes being launched in 5 different states around the country. Read about our latest certification from IADLEST.

Subsentio Corporate News

Check out all the news, events and service announcements in our Corporate News Section.

An Interview with Gina Alzate

-By Todd McDermott – Chief Security Officer

Gina Alzate's Bio

Gina Alzate joined Subsentio from the Neustar, Inc. acquisition, where she started as a Legal Compliance Analyst in 2011. As an analyst she has reviewed and processed over 15,000 legal demand requests.

Gina Alzate holds a Bachelor of Science Degree in Criminal Justice from The University of New Haven, West Haven, Connecticut, with a field of study in Criminal Investigations. She holds a Paralegal Certificate from George Mason University, Fairfax, Virginia, and she is a Notary Public for the State of Virginia.

Gina joined Subsentio just a few months prior to me coming onboard. She came as part of the records production team when Subsentio acquired the Neustar trusted third party assets and personnel. This acquisition introduced a new service for Subsentio; records production.

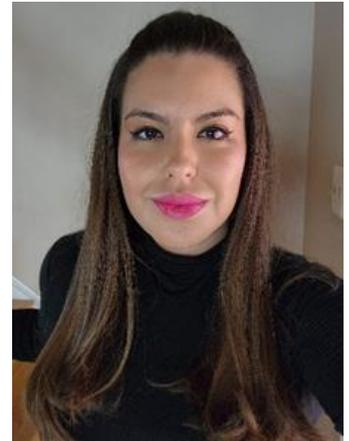
When the team joined Subsentio Gina was a senior records production analyst. Although she did not have a direct reporting responsibility, it was clear to me that she was exceptional at her job. The Records management team would assign the most complex cases to Gina and they were always completed accurately and professionally.

She demonstrated a clear level of comfort when dealing with the numerous law enforcement individuals making request though us. Her expertise, professionalism and attitude instilled confidence in the LEAs helping to maintain this business line within Subsentio.

Gina has progressed from analyst to team lead to a management position as the Director of the unit. Her team, knowing the fact that she progressed through the "ranks" to get to her position, has respect for her and routinely seeks her guidance on RP matters. I had the opportunity to interview Gina for this publication:

Todd: How long have you been involved in records production services?

Gina: I have worked in the records production services field (Trust & Safety) for 12 years. I began my career with Neustar and transitioned to Subsentio as part of the acquisition.



An Interview with Gina Alzate – continued

Todd: What is your educational background in this field?

Gina: I have a B.S. Criminal Justice Investigations Degree and Law Enforcement Science Certificate from the University of New Haven.

Todd: How did you get interested in legal processing and records production?

Gina: As part of my education, I was taught the process associated to criminal investigations. I was instructed on the methods related to subpoena creation and processing and the value of the information that could be obtained in support of investigations. I also learned the absolute necessity to ensure that the information released under the court process was only that information allowed. If too much or the wrong information is released it could jeopardize the evidence and even, possibly, the case. Then not too long after graduation I was contracted by a temp agency looking for candidates to work in the field of records processing. Then 3 months later I was hired as a Senior Analyst.

Todd: What type of records requests interest you the most and which give you the most level of satisfaction with the help we provide?

Gina: We see a wide variety of records requests come in every day for a very broad range of types of investigations. However, I always am compelled to assist in cases associated to Child Exploitation because they deal with helping children. I feel we truly can provide important information to help protect and even locate an endangered child.

Todd: As your job went from analyst to Director of Records Management Services, what significant changes did you experience in your role?

Gina: As I moved to the position of Director, I clearly have more responsibility and full ownership of a department. I spend more time in personnel management and development and growth on the unit. However, I still like the opportunity to help with more complex records production cases.

Todd: What new responsibilities in the Director’s role do you enjoy the most and why?

Gina: I have to admit that I never thought that my career in the criminal justice field would have ever evolved to managing the development of a software product designed to track and manage legal demands. I have learned about the software development process, things like beta releases and have experienced many hours of product validation testing. This wasn’t in my course curriculum. But I do know that this software tool will assist the team in their daily duties and work and ensure the team can process requests quickly and efficiently.



Are you prepared?

Timely intelligence is critical in emergency cases. For example, the probability of recovering a kidnapping victim goes down by 50% after the first 24 hours.

Our Trust and Safety Team provides 24 x 7 x 365 emergency call support for Subsentio customers.

For more information on how Subsentio can become part of your after-hours contingency plan contact rp@subsentio.com.

Subsentio Webinar

How to Save Lives, Reduce Liabilities and Reduce Costs for Subpoena and DMCA Requests

-By Quinn Clemmons – Business Development Director of Record Management Services

This free webinar will cover case studies of how responding to subpoena requests has saved lives. We will also discuss the challenges Communication Service Providers (CSP's) face when responding to subpoena requests and DMCA (The Digital Millennium Copyright Act) violations, including how to protect customer privacy rights. Finally, you will hear how you can reduce costs by outsourcing this critical work to the most trusted Safety and Compliance team in the industry. To register click on the link below.

<https://attendee.gotowebinar.com/register/2720511054338131800>

DHCPatriot™

-By Mark Bolton – Vice President of Product Management



Subsentio has had a strong partnership with First Network Group for many years. One of the great tools they have created is the DHCPatriot™. It is a high-availability DHCP server with optional captive portal technology and can be deployed in any network or connectivity situation.

The DHCPatriot™ is more than just an extremely flexible DHCP and authentication server. It is a network appliance designed to provide visualization of IP address utilization as well as a complete customer session records, historically and in real time. Whether using the internal authentication, or an external radius server, the DHCPatriot™ provides powerful tools for viewing MAC Address/IP Address/username and time correlation for abuse complaint resolution, subpoena requests, DMCA violation requests, network security monitoring, as well as Broadband CALEA compliance.

Subsentio and First Network Group have had successful deployments with this appliance for several customers. Most recently, we successfully integrated a deployment to automate DMCA violation lookups. If you manage a network, we highly recommend considering this tool. It will make your life easier and it will reduce costs by reducing the time your staff spends on solving these problems.

For more information on the DHCPatriot™ contact First Network Group at <https://www.network1.net/>

SUBSENTIO ACADEMY

-By Adele Spell –Director of STAT Business Unit

Our Fundamentals of Cellular Analysis class has received the National Certification Program (NCP) Seal of excellence from the International Association of Directors of Law Enforcement Standards and Training (IADLEST).

If your state recognizes NCP courses, you could receive in-service training hours for attending the course.



Centreville, OH Fundamentals Training Class

After it's initial rollout, Subsentio Academy has quickly established itself as the new standard in Cellular Analytic training. With classes scheduled nationwide we are now proud to add several Advanced Cellular Analysis courses in the coming months.

We have 4 levels of training:

- **Level One – Fundamentals of Cellular Analysis**
- **Level Two – Advanced Cellular Analysis**
- **Level Three – Cellular Expert Principles & Crisis Resolution**
- **Level Four – Expert Witness Training**

Our goal is to continually add to our curriculum including social media, crypto currency, and dark web investigations. If you have training facilities and would be interested in hosting our class, please contact me at adele.spell@subsentio.com.

For more information check out our Subsentio Academy website to find a class near you.

<https://academy.subsentio.com/>

SUBSENTIO CORPORATE NEWS



Analytics on Demand

Subsentio will be demonstrating a more efficient model for Law Enforcement Agencies to conduct forensic investigations. Join Subsentio and its partner Gladiator Forensics on March 9th at 10:30 AM Mountain for a one-hour webinar to demonstrate analytic tools that are out of reach for many State and Local Law Enforcement Agencies.

Register at

<https://attendee.gotowebinar.com/register/326132070436581205>