SCRAM Operations Guide

Presented by Alcohol Monitoring Systems, Inc.
FCC Compliance Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Revision History

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<th>Description</th>
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Introduction and Overview

“To be or not to be…”

…the best Service Provider or Agency you can be!

William Shakespeare

Introduction

PURPOSE

Every company faces challenges when starting out. As you begin to set up your SCRAM Program, you may have more questions than answers.

“How will client non-compliance events be handled as they occur?
“What organizational structure best fits my business model?”
“How is training conducted?”
“How do I inform the court if an offender violates the Participant Agreement?”

The information in this document is designed to be a “process and procedure” reference guide as you establish your normal methods of doing business. The purpose of this guide is to provide you with information that has facilitated other customers as they implemented their SCRAM Program. The examples and information included in this document should prevent you from having to re-invent the wheel or building process, procedures, or documents with no documentary support.
The following flow illustrates the bi-directional activities, interactions, and communications that are necessary on a daily basis.

![Information Flow Diagram]

**SCOPE**

What is in this manual? The answer is, a little bit of everything. With some topics, you will be reading about existing policies. For example, there is an established policy on how to return equipment to AMS. Concerning other topics, we provide procedural recommendations based on our customers past implementation experiences. Each area of interest is written to give you the information needed for that subject.

**BENEFITS**

This manual provides you with a winning formula for getting off the ground, establishing solid organizational practices, and positioning your business for success. Will this manual answer every question? No! However, if you follow the policies, recommendations, and guidelines set forth in these pages, the likelihood of success is greatly enhanced.

**Company Overview**

SCRAM®—the Secure Continuous Remote Alcohol Monitor®—is the world’s first automated, remote, continuous alcohol testing system. SCRAM is designed specifically for long-term monitoring of alcohol offenders, delivering the best offender management tool yet for assessing alcohol problems, detecting alcohol consumption 24 hours a day, and ultimately deterring them from drinking while they are on the road to recovery.

Supervising agencies might require individuals to participate in an alcohol-monitoring program as a condition of a court-ordered release or internal sanction in lieu of a technical revocation.
THE SCRAM SYSTEM

The system that has been developed is called SCRAM - Secure Continuous Remote Alcohol Monitor. There are three parts to the SCRAM System:

- The SCRAM Bracelet
- The SCRAM Modem
- SCRAMNET

The heart of the SCRAM System is the bracelet, which is attached to the client’s ankle and measures ethanol emitted through the skin. Twenty-four hour monitoring reduces the client’s ability to manipulate his or her drinking patterns to avoid detection. The system time stamps and stores all readings and any tamper indications and sends this information via the SCRAM Modem (or Direct Connect) to SCRAMNET at designated time intervals without client involvement.

Although several different remote alcohol monitoring devices are on the market, few have the advantages and benefits of the SCRAM System, which include:

- Collecting alcohol readings 24 hours a day, 365 days a year, regardless of the location or activity of the client.
- Measuring alcohol consumption to determine low, medium, or high levels of alcohol consumption.
- Enabling supervising agencies to determine how often the client is to be tested.
- Requiring little client participation, and enabling clients to maintain normal daily routines such as work, counseling, community service, family obligations, and recreation.
- Tamper-detection features that identify an unauthorized bracelet removal and sense the presence of an obstruction that is applied to defeat the bracelet.
- A patented interferant detection system that guards against false positives.

HOW SCRAM WORKS

Alcohol concentration cannot be accurately determined solely on the basis of the amount of alcohol a person has consumed. The exact quantity consumed, times of ingestion, body weight, rate of absorption and elimination vary from person to person. After consumption, alcohol rapidly becomes associated with all parts of the body where water is retained, such as sweat, mucus, and breath. Consequently, in recent years, law enforcement officials have measured the estimated amount of alcohol in the body by determining a Breath Alcohol Concentration (BrAC).

In order to obtain a BrAC reading, law enforcement officials typically conduct a supervised breath analysis test, which measures alcohol concentration in a “deep lung breath”. Simply stated, a breath alcohol test measures ethanol that has migrated through the lining of the lungs and is exhaled.

SCRAM is a pioneer product that incorporates technology using the science of transdermal testing to determine a person’s Blood Alcohol Concentration (BAC) level.
Literally translated, transdermal means “transfer through the skin”. SCRAM measures insensible perspiration, which is the constant, unnoticeable excretion of sweat through the skin. The average person emits approximately one liter of insensible perspiration each day. SCRAM measures the ethanol gas in this insensible perspiration, which is a predictable result of alcohol consumption. The SCRAM Bracelet takes this measurement by pulling a sample of air from the area above the skin into a chamber with an electrochemical sensor.

Transdermal Alcohol Concentration, (TAC) readings are based on a long-standing, industry accepted, scientific foundation and can be correlated to Blood Alcohol Concentration (BAC) readings.

Transdermal alcohol testing using the bracelet is passive and done automatically according to a pre-determined schedule. The need for clients to travel to a testing center is eliminated as each reading is date and time stamped and stored in a memory chip within the bracelet. The agency can set up and modify the testing schedule based on the needs of the client.

**SCRAM BRACELET**

- Tamper-resistant, water-resistant, and wear-resistant
- Worn on ankle 24/7
- Samples a subject’s perspiration every 30 minutes, 24 hours a day
- Houses multiple tamper detection features and the system controls
- Automatically collects, stores, and transfers all data
- Communicates with the SCRAM Modem via RF communication
- Readings are date-stamped, time-stamped, and stored in a memory chip within the bracelet until the data is transmitted to the modem

**SCRAM MODEM**

- Connects easily to a subject’s home phone line
- Retrieves all available data from the SCRAM Bracelet
- Sends all data to SCRAMNET via a standard telephone network
- Downloads monitoring and reporting schedules to the SCRAM Bracelet

**SCRAMNET**

- Easy-to-use, web-based application that is managed by AMS—no software installation or IT support
- Receives encrypted data from the SCRAM Modem or Direct Connect and stores it in a secure, central location
- Can be accessed around-the-clock, from any location, using a standard web browser
• Allows a monitoring agency to easily customize the testing, synchronization, and reporting schedules from each individual subject
• Automatically notifies the supervising agency of any possible alcohol readings, tamper alerts, or equipment malfunctions
• Delivers customized reports, allowing agencies to determine compliance or noncompliance based on fact-based, verifiable data
• Provides the ability to cost-effectively monitor and manage thousands of offenders simultaneously

**Client Management**

Once the client is set up on the SCRAM Program, you may need to perform several maintenance activities, such as replacing the bracelet battery or checking the equipment back into your inventory. An online wizard and printed instructions are available to guide you through each activity. In addition, SCRAMNET allows you to update personal information, add notes, change schedules, and view equipment history.

SCRAMNET also includes features that assist with determining if each client is in compliance with the rules as defined in the Participant Agreement. Those features include:

• Alert Generation – If data from the modem indicates non-compliance, SCRAMNET generates a event-specific alert.
• Client-Specific Reporting – Summarized alert-specific reports provide easy access to client compliance or non-compliance data.

**Inventory Management**

You can perform all Inventory Management tasks using SCRAMNET. From the application, you can:

• Locate equipment using a filtered search feature
• Receive equipment in a centralized location and, when necessary, ship equipment to your servicing locations
• Move a single piece of equipment or a group of equipment to another location for assignment to a client
• Change the status of one piece of equipment or group of equipment
• Determine the operational readiness of each piece of equipment

With these features, you are able to maintain the proper level of available equipment at all times.
DIRECT CONNECT

Direct Connect is a device that allows you to upload data without the use of the SCRAM Modem. This device is ideal for those tasks that must be performed in your office. Direct Connect can be used to:

- Assign a bracelet and take initial readings
- Upload data manually
- Obtain Observed IR Readings
- Replace a bracelet
- Check in a bracelet
- Upgrade SCRAM Bracelet software without sending it back to AMS

Anywhere you have an Internet connection, Direct Connect will allow the SCRAM Bracelet and SCRAMNET to communicate directly through your computer, which eliminates RF interference issues and may speed up the data transfer time.

SCRAM PERFORMANCE PARAMETERS

AMS monitors SCRAMNET for accessibility 24 hours a day, 7 days a week. Internal systems and AMS staff perform the necessary monitoring. In addition, all system servers are monitored to ensure that usage and storage capacities are not exceeded. Communication logs are also checked frequently for any interruption in service between the modems and the network. If SCRAMNET becomes non-operational, AMS customers are properly notified. AMS has developed contingency and backup plans to ensure that any business disruption caused by a server malfunction is minimal.

The SCRAM Bracelet will upload readings to the modem at a scheduled communication time. In order to send the data forward to the network, an analog phone line must be available. Once the network receives bracelet data, it is stored in a secure environment and is made available on the SCRAMNET application. Internet access is required to access SCRAMNET. Throughout the data transfer, client confidentiality is maintained.

Additional Information

LIST OF ACRONYMS

The following list provides definitions for the acronyms contained in this document.

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<th>Acronym</th>
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<td>AMC</td>
<td>Alert Management Console</td>
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<td>AMS</td>
<td>Alcohol Monitoring Systems</td>
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<tr>
<td>BAC</td>
<td>Blood Alcohol Concentration</td>
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**TERMINOLOGY**

Included in the following table are some of the terms, including a definition for each, that you will become acquainted with as you start your SCRAM Program.

<table>
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<tr>
<th>Term</th>
<th>Definition</th>
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<tr>
<td>Agency</td>
<td>An agency is typically a government organization that partners directly with AMS to manage clients enrolled in SCRAMNET.</td>
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<tr>
<td>Agent</td>
<td>An agent is the individual that manages clients enrolled in the SCRAM Program.</td>
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<tr>
<td>Alert</td>
<td>An alert is generated in SCRAMNET when the client consumes alcohol or attempts to defeat the SCRAM System in order to mask a drinking event. The types of alerts generated include:</td>
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<tr>
<td>Call Center</td>
<td>A Call Center is a level on SCRAMNET reserved for those Service Providers that manage multiple agencies.</td>
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### Important Communication Information

As you are setting up your SCRAM Program, performing an equipment task, monitoring SCRAM clients, etc., it may be necessary to contact AMS. As seen below, you can contact AMS via telephone or e-mail.

- **Phone**
  - Weekdays and Weekends—303.785.7879
- **E-mail**—support@alcoholmonitoring.com

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tr>
<td>Caseload</td>
<td>A caseload is a group of active clients being managed by an Agent or Agent Supervisor.</td>
</tr>
<tr>
<td>Client</td>
<td>A client is an individual that has enrolled in the SCRAM Program.</td>
</tr>
<tr>
<td>Compliance</td>
<td>The term ‘compliance’ denotes the status of a client that is in full conformity with the terms of the SCRAM Participant Agreement.</td>
</tr>
<tr>
<td>Customer</td>
<td>A customer is anyone with whom AMS may have a business partnership, such as a Service Provider, Agency, or Court.</td>
</tr>
<tr>
<td>Judicial</td>
<td>The Judicial area of the site is specific to court and judge management.</td>
</tr>
<tr>
<td>Non-compliance</td>
<td>The term ‘non-compliance’ denotes the status of a client that is NOT in conformity with the terms of the Participant Agreement.</td>
</tr>
<tr>
<td>Offender</td>
<td>An offender is a client that has been assigned to comply with the terms of the SCRAM Participant Agreement.</td>
</tr>
<tr>
<td>Region</td>
<td>The Region area of SCRAMNET provides a way for a customer (normally a national organization) to group different business units.</td>
</tr>
<tr>
<td>Scheduled Maintenance</td>
<td>The SCRAM Bracelet requires schedule maintenance. An alert is generated, informing you that scheduled maintenance is required.</td>
</tr>
<tr>
<td>Service Provider</td>
<td>A Service Provider is usually a private enterprise that manages and monitors clients for an Agency.</td>
</tr>
<tr>
<td>Servicing Location</td>
<td>A Servicing Location is a facility, such as an office, that is used to manage clients and SCRAM equipment.</td>
</tr>
</tbody>
</table>
The SCRAM Program provides you with a cost-effective sentencing alternative for the court when dealing with high-risk, alcohol-dependent offenders. Throughout the country, SCRAM Programs effectively serve as:

- A condition of bond and probation
- An alternative to incarceration
- A sanction and monitoring tool for early prison-release programs

Hundreds of agencies across the country have implemented SCRAM Programs to help manage the huge costs and risks associated with alcohol offenders. All SCRAM Programs include the conditions that offenders agree to continuous alcohol monitoring during the pretrial and post-sentencing stages, supervision in the community, and participation in treatment programs aimed at tackling their alcohol abuse issues.

For example, high-risk, alcohol-dependent offenders, who in all likelihood, would be sentenced to county jail or the department of corrections, are allowed to serve an electronically monitored period of incarceration in their home. With SCRAM, these offenders can re-integrate into the community, support their families, obtain and maintain employment, have access to alcohol treatment programs, and be responsible for the cost of the monitoring program.
**Program Definition and Set-up**

**GUIDELINES FOR SCRAM PROGRAM IMPLEMENTATION**

**Program Criteria**

Use the following information as a checklist to address the questions that will likely occur as you start defining your SCRAM Program.

**Program Goals**

- What is the purpose of the SCRAM Program?
- What outcomes are measurable and definable?
- How do completion rates impact recidivism, program completions, compliance, and what impact does SCRAM make in treatment?

**Client Profile**

- What process will be implemented to identify offenders that will be required to participate in the SCRAM Program?
- Will the program be specific to an offender population or court program?
- Will there be specific criteria for exclusion?
- Who determines the exclusionary criteria?
- What collaborative process needs to occur in order to identify SCRAM Program criteria?

**Sanctions**

- What will the specific responses be regarding compliance and non-compliance?
- What will be the tolerance level for minor and major infractions and how will infractions be handled at the agency level, officer level, and service provider level?

**Referral Process**

- What mechanism is in place to disseminate information from the point of origin to the Service Provider or Agency?
- Does this trigger require specialized paperwork such as a SCRAM-specific order?
- How many copies of the order are needed and to whom do they go?
- How do we prevent individuals from “falling through the cracks?”

If you would like more information regarding the establishment of a SCRAM Program, refer to the AMS Extranet site.
Roles and Responsibilities Between Customer and AMS

As you start to implement your SCRAM Program, it is important that you are aware of which tasks that you will complete and which tasks that you can expect AMS to complete. The following table lists the tasks that are performed during Program Set-Up, Data Interpretation and Analysis, Client Management, and Inventory Management areas with the responsible party shown.

<table>
<thead>
<tr>
<th>Roles and Responsibilities</th>
<th>AMS</th>
<th>Customer</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Program Set-Up</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Identify Program Manager/dedicated resource for implementation of SCRAM Program.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Introduce and define the roles and responsibilities of the Customer Services Manager to the customer.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Conduct the Sales to Service Handoff On Site Meeting.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Review the AMS organization chart with the customer and explain the chain and methods of communication that should be used within the organization.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Ensure that the Program Manager/Administrator receives Level 1 Training.</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Review the SCRAM Operations Guide and the components necessary for a successful program implementation.</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Ensure that the SCRAM Program is set up based on process and procedure guidelines in the SCRAM Operations Guide.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Provide the Program Manager/Administrator with access to SCRAMNET in order to view reports.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Provide a minimum of one dedicated analog phone line for SCRAM equipment set-up at each location.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td><strong>Data Interpretation and Analysis</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide client management support on a daily basis for SCRAM Program participants.</td>
<td>X</td>
<td>(Service Providers)</td>
</tr>
<tr>
<td>Roles and Responsibilities</td>
<td>AMS</td>
<td>Customer</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------------------</td>
<td>-----</td>
<td>----------</td>
</tr>
<tr>
<td>Provide technical support for customers on a daily basis, seven days a week and emergency support on holidays.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Manage the SCRAMNET environment, including daily data collection, backup, and storage.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Review and resolve all Scheduled Maintenance alerts.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Review and resolve all Communications alerts.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Review all Tamper alerts.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Provide final tamper analysis and confirmation.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Review all Alcohol Detected alerts.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Provide final confirmation of Alcohol Detected alerts.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Review all Equipment alerts.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Resolve and notify customer of required action and authorization to return if necessary.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Consolidate workload for customer and prepare a Daily Action Plan for immediate customer follow up by 10 AM.</td>
<td>X</td>
<td>(Monday-Friday only)</td>
</tr>
<tr>
<td>Prepare reporting for confirmed drinking or tamper events by generating a Non-Compliance Report.</td>
<td>X</td>
<td>(Upon request and as needed)</td>
</tr>
<tr>
<td>Assist customer in generating reports for client and inventory management.</td>
<td>X</td>
<td>(Upon request and as needed)</td>
</tr>
<tr>
<td>Provide legal documentation and expert testimony for legal proceedings as deemed necessary at the current fee.</td>
<td>X</td>
<td>(Upon receipt by AMS of a Request for Testimony form and as needed)</td>
</tr>
<tr>
<td>Roles and Responsibilities</td>
<td>AMS</td>
<td>Customer</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>-----</td>
<td>----------</td>
</tr>
<tr>
<td><strong>Client Management</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Review terms of Program Participant Agreement with client and retain signed copy of agreement.</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Manage client/offender billing and collection process.</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Provide all notification and follow up with customers and client/offender based on the Daily Action Plan provided by AMS or own action plan.</td>
<td></td>
<td>X (Service Providers)</td>
</tr>
<tr>
<td>Follow up with appropriate authority (probation, courts, etc) based on confirmed non-compliance events.</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Ensure complete enrollment/data entry for all clients in SCRAMNET.</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td><strong>Inventory Management</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintain inventory/physical control of all SCRAM equipment by conducting physical inventories on a regular basis.</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Change batteries, faceplates, and/or straps as required</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Perform all client equipment set-up, removal, and bracelet disinfecting.</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Review status of the Current Inventory Report and follow up as needed on equipment that should be replaced or equipment that is lost or stolen.</td>
<td>X (Jointly)</td>
<td>X (Jointly)</td>
</tr>
<tr>
<td>Monitor and maintain customer reserve-inventory levels and monthly battery allocations.</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Provide periodic service and extended-warranty support.</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>
Internal (Customer) Organizational Roles and Responsibilities

Based on AMS’ experiences with facilitating the set up of several Call Centers and Direct Agencies, we have defined the following roles and responsibilities for successful implementation of a SCRAM Program. Although one person may perform multiple roles, the tasks associated with each role must be performed or are critical in the proper management of clients, inventory, and equipment.

**Figure 2: Organizational Structure**

### Position Definitions

Each position’s roles and responsibilities are:

<table>
<thead>
<tr>
<th>Role</th>
<th>Primary Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCRAM Executive Sponsor</td>
<td>Determine strategic direction related to the SCRAM Program</td>
</tr>
<tr>
<td></td>
<td>Maintain financial oversight</td>
</tr>
<tr>
<td>SCRAM Administrator (Service Provider)</td>
<td>Establish and implement Service Provider/Agency communications</td>
</tr>
<tr>
<td></td>
<td>Manage client workload</td>
</tr>
</tbody>
</table>
Agency Coordinator
Establish and implement Agency/Court communications
Primary point of contact for the Service Provider

Agent Supervisor
Set up agents in SCRAMNET
Review the activity and workload for their reporting agents

Agent
Set up clients in SCRAMNET
Assign, replace and, check-in equipment assigned to their clients

Equipment Operator
Assign, replace and, check in equipment
Replace bracelet batteries, when necessary

Inventory Specialist
Track bracelets and modems in SCRAMNET
Act as the shipping and receiving department for the Service Provider or Agency for which they work
Assign equipment to Agencies or Servicing Locations to maintain an accurate, current list of equipment by serial number

Required Skills
However you define the roles in your particular organization, someone will require the skills to perform the following tasks:

- Client Management – Will address certain alerts, handle equipment tasks, and manage day-to-day activities related to a group of clients enrolled in the SCRAM Program, as noted in the Daily Action Plan.
  Clearly defined program guidelines should be established before the first client is enrolled in the SCRAM Program. The line of communication should be tested and in place so there is no confusion regarding what is expected. This communication process should be drawn up in an agreement, possibly the SCRAM Participant Agreement, which can be reviewed and modified according to needs.

- Inventory Management – Will address equipment maintenance issues. Will also manage the movement of the SCRAM equipment from the time that the equipment is received into your inventory stock. Ensure an accurate accounting of equipment on hand, as well as manage the movement of equipment between servicing locations.
Perform physical inventories on a monthly or quarterly basis. Update SCRAMNET for any lost equipment.

- **Agency Management** – Will set up agencies and create roles for those individuals that will be managing SCRAM clients.
- **Agent Management** – Will manage those individuals that are responsible for a client’s progress while enrolled in the SCRAM Program.
- **Region Management** – Will set up regions then create servicing locations in each region. This hierarchy allows a Service Provider (likely a larger organization) to manage both clients and inventory effectively.
- **Court Management** – Will set up courts then associate judges and clients with each court.
- **Judge Management** – Will set up judges then associate courts and clients with each judge.

### SCRAMNET SET UP

In order to manage clients enrolled in the SCRAM Program, AMS must set up your customized SCRAMNET site. Complete the New Customer Setup Form—refer to the New Customer Web Setup Form on page 107—and submit to AMS.

### SERVICE PROVIDER ROLES

The primary role of a service provider is to support the agencies with which a SCRAM Program business relationship exists. That support consists of:

- SCRAM Program Development and Management
- SCRAM Client Management
- SCRAM Client Report Management (compliance and user reports)
- AMS Communications Liaison
- Equipment Management
- Offender Collections and Bad-Debt Expense
- Equipment Inventory Control
- Non-compliance Support (for tampers and confirmed alcohol consumption)
- Court Support (for confirmed non-compliance events)
AGENCY MANAGEMENT

This section describes the processes and procedures applicable to a service provider that is supporting multiple agencies or a single agency that has multiple courts or programs they are supporting.

Centralized Structure

SCRAMNET offers you a centralized operational structure for managing your SCRAM Program. See the following diagram to view a typical agency structure.

![Figure 3: Sample Centralized Organizational Structure](image)

As your business grows and evolves, you may elect to utilize a de-centralized operational structure. Refer to the Regional Management section for further details.

Agency Set Up

In order to add an agency to your program, log into SCRAMNET as a Call Center Supervisor. Once you are in the site, perform the following steps:

1. Click the Agencies Tab.
2. Click the Add Agency button to open the Agency Setup Wizard.
3. Enter the following information in the General page:
   a. Agency Name field
   b. Agency Code field
   c. Comments field (optional)
   d. Agency Instructions field (optional)
4. Click the Next button.
5. Enter the following information in the Address page:
   a. **Mailing Address 1** field
   b. **Mailing Address 2** field (optional)
   c. **City** field
   d. **State** field
   e. **Zip** field
   f. **Billing Address 1** field (optional)
   g. **Billing Address 2** field (optional)
   h. **City** field (optional)
   i. **State** field (optional)
   j. **Zip** field (optional)

6. Click the **Next** button.

7. Enter the following information in the Contact page:
   a. **Phone** field
   b. **Fax** field (optional)
   c. **Email** field (optional)
   d. **Web Page** field (optional)

8. Click the **Next** button.

9. Select the following information in the Settings page:
   a. **TAC** drop-down list
      
      **Note:** AMS recommends that you set your TAC level to .020%.
   b. **Timezone** drop-down list (optional)
   c. **Region** drop-down list (optional)
   d. **Servicing Location** drop-down list (optional)

10. Click the **Save** button.

**SCRAM Referral**
To facilitate the court’s referring a client to the SCRAM Program, a SCRAM Referral Directive is provided on page 101. This directive includes all the information necessary to refer a client.

**Compliance Policy**
The Agency Compliance Policy details the situations in which the Service Provider contacts the client and/or the client’s agent. Refer to the Agency Compliance Policy on page 98 for more details.
Available Reports
Several Call Center-level reports are available. The list includes the:

- Client Summary for Judge Report, refer to Figure 19: Client Summary for Judge Report
- Call Center Activity Report, refer to Figure 20: Call Center Activity Report
- Court Activity Report, refer to Figure 21: Court Activity Report
- Compliance Summary by Agency Report, refer to Figure 22: Compliance Summary by Agency Report – Summary and Figure 23: Compliance Summary by Agency Report – Details
- Compliance Summary by Court Report, refer to Figure 24: Compliance Summary by Court Report – Summary and Figure 25: Compliance Summary by Court Report – Details
- Usage by Agency Report, refer to Figure 26: Usage by Agency Report
- Usage by Court Report, refer to Figure 27: Usage by Court Report
- Usage by Region Report, refer to Figure 28: Usage by Region Report
- Current Inventory Report, refer to Figure 29: Current Inventory Report
- Equipment by Region Report, refer to Figure 30: Equipment by Region Report
- Equipment by Location Report, refer to Figure 31: Equipment by Location Report
- Equipment by Status Report, refer to Figure 32: Equipment by Status Report
- Inventory Tracking Report, refer to Figure 33: Inventory Tracking Report

Refer to the User Reports section for further information.

AGENT MANAGEMENT
The primary task after setting up an agency is to add agents. An agent is defined as any individual that will be managing one or more clients directly while those clients are enrolled in the SCRAM Program. The agent’s supervisor usually handles adding agents. As an agency grows, it is also important to update contact information and to inactivate agents when they leave the agency.

Agent Set up
In order to add an agent to your agency, log into SCRAMNET as a Call Center Supervisor, Agency Chief, or Agency Operator. Once you are in the site, perform the following steps:

1. Click the Agencies Tab.
2. Select the applicable agency in the list.
3. Click the Add Agent button to open the Agent Setup Wizard.
4. Enter or select the following information in the General page:
a. **First Name** field
b. **Last Name** field
c. **Middle** field (optional)
d. **Title** field (optional)
e. **Agency Contact** check box (optional)
f. **Is Supervisor** check box (optional)
g. **Supervisor** drop-down list
h. **Backup Agent** drop-down list (optional)
i. **Note** field (optional)

5. Click the **Next** button.
6. Click the **Add Address 1** button.
7. Select an option in the **Type** drop-down list.
8. Enter address information.
9. Click the **Next** button.
10. Select an option in the **Primary Contact** drop-down list.
11. Enter information in the field to the right of the **Primary Contact** drop-down list.
12. Click the **Submit** button.

**Available Reports**

Reports are also available to assist agency personnel with managing the agent staff. The report list is comprised of the:

- Client Summary for Agency Report, refer to Figure 37: Client Summary for Agency Report
- Compliance Summary by Agent Report, refer to Figure 38: Compliance Summary by Agent Report – Summary
- Usage by Agent Report, refer to Figure 40: Usage by Agent for Agency Report
- Agency Activity Report, refer to Figure 41: Agency Activity for Agency Report

**REGION MANAGEMENT**

Regions and servicing locations are optional features that can be activated or deactivated by calling AMS Customer Services. Designed primarily for larger organizations, a regional structure allows you to separate your business into logical groupings.

Once your regional level is set up, you can associate your servicing locations for clients and inventory with the appropriate region. If the regional concept does NOT fit your organizational needs, you can still utilize servicing locations for your client and inventory management.
Decentralized Regional Structure

As your business grows and evolves, you may choose to decentralize your operations into regions. Regions can be logically organized by:

- Geographic area
- Organizational or hierarchical structure (business manager, product line manager, line of business or service)
- Client type (pre-trial, probation, parole, private treatment)

This option allows you to accommodate a multiple business manager hierarchy and structure with a regional approach to organizing your business. See the diagram below to view typical region that you would manage.

![Figure 4: Sample Decentralized Organizational Structure](image)

If you elect to use a regional structure to manage the agency’s clients, each client will continue to be associated with the specific agency and agent that are responsible for the client. Consequently, you can still manage your clients at the agency level if that is the best method or way for you.

Region Set-Up

In order to add a region, log into SCRAMNET as a Call Center Supervisor. Once you are in the site, perform the following steps:

1. Click the Regions tab.
2. Click the Add Region button to open the Agent Setup Wizard.
3. Enter the following information in the General page:
   a. Name field
   b. Comments field (optional)
4. Click the Save button.
Available Reports

The Usage by Location report provides a view of the number of clients that have been assigned to or removed from the SCRAM Program during a specific period of time.

Servicing Locations

To be successful, your stock of bracelets and modems must be accurately tracked. SCRAMNET enables you to track where your equipment is located at any given time and the status of each item. Servicing locations are created in SCRAMNET for this reason. A servicing location is any physical site where:

- SCRAM equipment is installed or removed
- Inventory is stored
- Clients are managed

Servicing Location Set-Up

In order to add a servicing location, log into SCRAMNET as a Call Center Supervisor. Once you are in the site, perform the following steps:

Note: If you have elected NOT to utilize the regional concept, yet are creating multiple servicing locations, proceed to step 3.

1. Click the Regions tab.
2. Select the applicable region in the list.
3. Click the Locations tab.
4. Click the Add Location button to open the Location Setup Wizard.
5. Enter or select the following information in the General page:
   a. Location Name field
   b. Region drop-down list.
5. Click the Save button.
6. Enter the following information in the Contact page:
   a. Address 1 field (optional)
   b. Address 2 field (optional)
   c. City field (optional)
   d. State field (optional)
   e. Zip Code field (optional)
   f. Phone Number field (optional)
   g. Fax Number field (optional)
8. Click the Save button.
**COURT MANAGEMENT**

Accessing a particular court enables a court administrator (or someone in that type of role) to manage clients that are assigned to that court. As you review your SCRAM Program, you can review a court’s client list to better determine which courts have high usage and where opportunities to expand usage exist.

**Court Naming Convention**

AMS understands the importance of managing your clients at the court level. The naming of a court can be as broad or narrow as you need to allow you to see the number of courts that are significantly using SCRAM or the judges in a court that are sentencing offenders to SCRAM. Because of this, the naming convention that you use for each court that you add becomes critical.

When you enter a court into SCRAMNET, a referring court name and short name are entered. The naming convention used for both entries is essential for the reasons previously stated. In Colorado, for example, the Sixth Judicial District handles the “higher level of offense” court cases for Archuleta, La Plata, and San Juan counties. Each county has its own court. Both courts may assign clients to SCRAM. The following are examples of how to name each court at the two levels.

### Court Name

#### District

- Sixth Judicial District – Archuleta County
- Sixth Judicial District – La Plata County
- Sixth Judicial District – San Juan County

#### County

- Archuleta County
- La Plata County
- San Juan County

### Short Name

#### District

- 6th District-Archuleta
- 6th District-La Plata
- 6th District-San Juan

#### County

- ArchuletaCnty
- LaPlataCnty
- SanJuanCnty
Court Set-Up

In order to add a court, log into SCRAMNET as a Call Center Supervisor. Once you are in the site, perform the following steps:

1. Click the Judicial tab.
2. Click the Add Court button to open the Court Setup Wizard.
3. Enter or select the following information in the General page:
   a. Referring Court field
   b. Short Name field
   c. Jurisdiction # field (optional)
   d. Court Level drop-down list
   e. Court Specialty drop-down list
   f. State drop-down list
   g. County drop-down list
   h. Region drop-down list (optional)
   i. Servicing Location drop-down list (optional)
4. Click the Save button.

JUDGE MANAGEMENT

If a client is associated with the presiding judge, a judge will quickly be able to review the compliance or non-compliance rates for each offender. With this data, you can better determine which judges are frequently sentencing offenders to the SCRAM Program and which judges need to broaden their sanctioning options to include SCRAM.

Judge Set-Up

In order to add a judge, log into SCRAMNET as a Call Center Supervisor. Once you are in the site, perform the following steps:

1. Click the Judicial tab.
2. Click the Judges tab.
3. Click the Add Judge button to open the Judge Setup Wizard.
4. Enter or select the following information in the General page:
   a. First Name field
   b. Last Name field
   c. Judge Type drop-down list (optional)
5. Click the Save button.
6. Click the Yes or No button.
7. If you selected the **Yes** button, select the following information in the Courts page:
   a. **Available Courts** list – Select all courts in which the judge presides
   b. Click the **Add** button.
   c. Click the **Save** button.

**TRAINING**

To assist us in covering the cost of the materials, class development, and instructor time, AMS charges the following minimal fee for training.

**Denver Based Classes**

<table>
<thead>
<tr>
<th>Training Class Fee/Attendee</th>
<th>$150</th>
</tr>
</thead>
<tbody>
<tr>
<td>Three or more Attendees from the same customer</td>
<td>$400</td>
</tr>
</tbody>
</table>

**On Site Classes at the Customer’s Site**

<table>
<thead>
<tr>
<th>Training Class Fee/Attendee</th>
<th>$150</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructor Fee, Travel, and Expenses</td>
<td>capped at $1200 for a 2-day class</td>
</tr>
</tbody>
</table>

**Level 1 Training**

In order to obtain the skills necessary to succeed with using the SCRAM System, AMS provides Level 1 Training, which is offered in-house at the AMS World Headquarters. The training will take approximately 12 hours to complete, is worth one Continuing Education Unit (CEU), and should be scheduled upon implementation of your SCRAM Program.

<table>
<thead>
<tr>
<th>Training Module</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Introduction</strong></td>
<td>1 hour</td>
</tr>
<tr>
<td>Overview</td>
<td>.5 hours</td>
</tr>
<tr>
<td>Getting Started</td>
<td>.5 hours</td>
</tr>
<tr>
<td><strong>Initial Setup</strong></td>
<td>3 hours</td>
</tr>
<tr>
<td>Regions and Locations</td>
<td>1 hour</td>
</tr>
<tr>
<td>Courts and Judges</td>
<td>1 hour</td>
</tr>
<tr>
<td>Agencies and Agents</td>
<td>1 hour</td>
</tr>
<tr>
<td><strong>Daily Tasks</strong></td>
<td>3 hours</td>
</tr>
</tbody>
</table>
This training program, assessable from the Help page on SCRAMNET, is intended for anyone that will manage SCRAM equipment or manage clients that are enrolled in the SCRAM Program.

Level 1 Training covers the following topics. You can skip the Regions and Servicing Locations module if you are not employing either feature on SCRAMNET.

- SCRAM Program Overview
- Components of the SCRAM System
- Accessing SCRAMNET
- Region Setup (optional)
- Servicing Location Setup (optional)
- Court Setup
- Judge Setup
- Agency Set-Up
- Agent and Agent Supervisor Set-Up
- Inventory Management
- Client Enrollment
- Equipment Assignment and Installation
- Alert Management
- Equipment Maintenance
- Data Interpretation
- Reporting
Once you have completed all of the modules, take the Level 1 Training Certification Exam. Upon successfully completing the exam with a score of 75% or higher, you will receive a SCRAM Level 1 Training Certificate.

If you are unable to attend the Level 1 Training class at AMS, you will need the following items:

- Computer/laptop with Internet access for the instructor to launch the presentations and audio messages for each slide
- Video projector and speakers that connect to the instructor’s computer to project presentation and sound
- Computer/laptop with Internet access for each participant
- SCRAM equipment
  - SCRAM Bracelet with battery, faceplate, and straps
  - SCRAM Modem
  - Direct Connect
  - Analog phone cord
  - SCRAM removal tool
  - Strap screw
  - Phillips screwdriver
  - Magnet
- Analog phone jack for the SCRAM Modem
- SCRAMNET information
  - SCRAMNET Internet address (URL)
  - Machine authorization code for SCRAMNET site being used for training
  - Username and password for SCRAMNET site being used for training

This series of topical modules include presentation and supporting audio materials for viewing by the customer at the pace that is appropriate. After you complete a module, answering review questions ensure that you have comprehended the material presented. Upon completion of the training, your Customer Services Manager is available to review and clarify any topics or procedures that are unclear to you.

Additional support tools for the everyday tasks and procedures have been developed that further re-enforce the training material.

**Field Operations Training**

Field Operations Training is designed for your staff that installs SCRAM equipment on clients and performs other field-related tasks. Covered in this training are:

- The science and technology of transdermal alcohol monitoring
- Components of the SCRAM system
- SCRAMNET navigation and log on
Business Guidelines – Processes and Procedures

- Equipment and client management
- Managing alerts in SCRAMNET
- Equipment maintenance activities
  - Bracelet/modem replacement
  - SCRAM Bracelet
    - Battery replacement
    - Faceplate replacement
    - Straps replacement
  - Tampering
- Data interpretation (high level overview)

Like Level 1 Training, this training is assessable from the Help page on SCRAMNET.

**Presenting Basic SCRAM Data in Court (PBSDC) Training**

The Presenting Basic SCRAM Data in Court (PBSDC) training class, held at AMS' Colorado headquarters, is designed to prepare you for testifying about SCRAM data in a formal court hearing.

During this course, you will learn:

- The "boundaries of testimony”
- The difference between explaining the data and expert testimony
- How to testify using the AMS Court Report

In order to attend the PBSDC training, you must have at least six months of SCRAM operations management, and have successfully completed Level 1 Training.

**FACILITIES**

As you start receiving SCRAM equipment for use on clients, consider having dedicated locations in your office for the following activities:

- Equipment storage area – This area should contain enough shelving to store all of the SCRAM Equipment Kits.
- Client meeting area – Ideally, this would be a room with a computer (with Internet access) and an analog phone jack available for setting up the equipment with the client present. This room should offer a degree of privacy.
  
  **Note:** A meeting area is necessary only if access to clients is permitted.
- Training area – If Level 1 Training is administered by an instructor, the training area should be in a quiet part of the building that is conducive to effective training. If possible, each student should have a computer available to perform the equipment tasks that are part of Level 1 Training.
- Equipment cleaning area – As a minimum, this area should be well-ventilated to clear the cleaning agent that is sprayed on the SCRAM Bracelet.
**Client Monitoring**

AMS delivers the industry’s most effective and complete client-monitoring program designed to detect alcohol consumption. As your primary point of contact, your AMS Customer Service Manager will help you manage the day-to-day activities and troubleshoot internal issues when they arise.

AMS Customer Service Managers will handle the daily monitoring workload. Communications with AMS will normally occur electronically in the form of a Daily Action Plan and if needed, via telephone.

![Figure 5: Daily Action Plan](image)

**DATA INTERPRETATION AND ANALYSIS**

Once the bracelet is attached to the client’s ankle, and the modem is plugged in at the client’s home, 24 hour remote monitoring begins. While the client is on the program, alerts can be generated that do NOT indicate a non-compliance event. For example:

- A Replace Equipment alert is generated if the bracelet or modem is flagged as “Damaged”.
- A Battery Low alert is generated when the battery strength falls below an acceptable threshold.

Other alerts can be an indication of an intentional non-compliance event or an unavoidable circumstance. One example is:

- A Communication alert can indicate that the client was unable to be within the modem communication distance or that the client has removed the bracelet.
Note: Normally, no action is required for a Communication alert. If the bracelet does NOT communicate with the modem for a second consecutive day (48 hours), a Critical Communication alert is generated and the original Communication alert is auto-resolved.

On the other hand, other alerts reflect that the client has likely violated the Participant Agreement in some way. These alerts include:

- A Critical Communication alert indicates that the client has established a trend of not being within the modem communication distance for the past 48 hours or that the modem has been unplugged for the past 48 hours.
- An Alcohol Detected alert will always indicate that the client’s TAC level has risen above the agency’s threshold. Introducing an interferant can also trigger this alert. AMS analysis will confirm a true drinking event.
- A Potential Removal alert indicates that the client may have removed the bracelet or battery.
- A Potential Tamper alert is a signal of an intentional act. AMS analysis will confirm any attempt to tamper with the bracelet.

**ALERT GENERATION**

A Workload panel is available at the Call Center, Agency, Agent, Court, Judge, Region, and Service Location levels of SCRAMNET. The Workload panel displays the alerts that have been generated for those clients that are in that level of coverage. All of the alerts are listed in one of the following groups:

- Positives
- Tampers
- Communications
- Equipment Alerts
- Equipment Assignment
- Scheduled Maintenance

Each group is discussed separately.

**Positives**

**Alcohol Detected**

An Alcohol Detected alert is generated under the following circumstances:

- The bracelet has detected alcohol in a concentration over the agency-selected limit.
- The bracelet has detected alcohol, but an environmental factor (interferant) caused the readings rather than the ingestion of alcohol.
The guidelines used by AMS to confirm an Alcohol Detected alert include:

- Presence of an absorption curve
- Presence of a burn-off curve
- Obstruction in place of the absorption curve

As stated earlier, an Alcohol Detected alert can also be generated by the introduction of an interferant. The following graph illustrates the alcohol absorption and burn-off curve caused by an interferant, and how the difference is detected and confirmed.

Tampers or Obstructions

What is a Potential Tamper alert?

A Potential Tamper alert is an indication that the client has inserted something under the SCRAM Bracelet in order to inhibit the testing of alcohol. This alert is generated when there is an unacceptable change in IR voltage from the previous reading. A slight change in the IR voltage can be caused from the following:

- Obstruction- A material being placed between the bracelet and leg
- Submersion- Submerging the bracelet in water
What is a Potential Removal alert?
The Potential Removal alert indicates the client has cut the strap or removed the bracelet without damaging the strap.

What is the IR sensor?
IR is an abbreviation for Infrared. The IR sensor measures the reflective intensity of an IR beam between the bracelet and the client’s leg. This component is used to ensure that the bracelet is on the client and to detect materials being placed between the bracelet and the leg, potentially blocking the alcohol sensors of the faceplate. If there is an unacceptable change in the IR reading from one reading to the next, a Potential Tamper alert is generated.

What is the initial IR reading?
The first IR reading that is taken when the SCRAM Bracelet is installed on the client.

What is the baseline voltage?
The acceptable range for IR variance based on the initial IR reading. A variance of +/- 0 to 0.25 volts is expected.

What is an observed IR reading?
AMS may request that the client come into your office for an observed IR reading. The client must bring their modem into the office for the appointment. The client’s bracelet will be inspected for any sign of damage and inspected to confirm that nothing is between the bracelet and the leg. The client’s modem is plugged in and the bracelet is forced to take a reading under supervision. Forcing the bracelet to take a reading while the client is in the office ensures the client understands what is expected of their IR voltage pattern. If a non-compliant voltage pattern is observed, the client will be asked to come into the office for an observed IR reading to highlight the periods of non-compliance.

What is a Confirmed Obstruction?
AMS will confirm an obstruction when there is a change in IR voltage for an extended period of time. If the faceplate of the bracelet (IR sensor) is blocked for several hours, a client could drink to a .04% level, burn it off and the SCRAM System would not detect the event. A confirmed obstruction indicates that the client has attempted to defeat the technology and has compromised alcohol testing.

Potential Removal
A Potential Removal alert is generated under the following circumstances:

- The vast majority of Potential Removal alerts are generated when Service Provider personnel are replacing the bracelet battery. However, if an authorized battery replacement was not conducted on the day that the alert was generated, the client has probably removed the bracelet.

- The strap has been damaged or cut in an attempt to remove the bracelet.
A significant drop in temperature and IR voltage followed by multiple readings of no variance, which is expected under normal conditions.

**Potential Tamper**

A Potential Tamper alert is generated under the following circumstances:

- The Infrared IR voltage readings between the skin and the sensor have dramatically changed and could indicate the introduction of an obstruction.
- Temperature and IR voltage readings varied beyond limits between readings.

**Communications**

**Critical Communications**

A Critical Communications alert is generated under the following circumstance:

- The bracelet does NOT communicate with the modem for 48 hours.
- The modem does NOT communicate with the monitoring application for 48 hours.
Communications
A Communications alert is generated under the following circumstances:

- The bracelet and modem stopped communicating in the middle of a transmission.
- The bracelet and modem have failed to communicate as anticipated.
- The bracelet or modem has not made contact with the network for 24 hours. During this time, no data is reaching the network.
- The bracelet failed to connect with the modem at the anticipated time for uploading readings.
- The modem failed to connect with the network at the anticipated time for uploading readings.
- Communication between the modem and network was lost during the middle of a call.

Equipment Alerts

Replace Equipment
A Replace Equipment alert is generated under the following circumstances:

- Data indicates an equipment problem that requires immediate replacement. AMS must examine the equipment to determine the cause of the failure.
  
  **Note:** Once a problem is detected, replace the bracelet as soon as possible because alerts are no longer being generated in SCRAMNET. In other words, the client is no longer being monitored.
- AMS requires that the bracelet be returned to perform tests to verify an alcohol detection.
- The bracelet has been scheduled for maintenance and warranty checks.

Equipment Assignment

Equipment Assignment
An Equipment Assignment alert is generated under the following circumstances:

- The modem was unable to download bracelet setup information from the network.
- A problem occurred during the setup.
- The bracelet failed to start the setup process or to complete it within the time limit.

The bracelet failed to start the check-in procedure or failed to complete it in the time allotted.
Scheduled Maintenance

Battery Low

A Battery Low alert is generated when the battery on the bracelet needs to be replaced. The alert is auto-resolved when the battery is replaced.

Note: The battery should continue to function for 7 to 10 days after the Battery Low alert appears.

ALERT CONFIRMATION PROCESS

Once SCRAMNET receives all bracelet alcohol and biometric readings, the information is processed using a series of application logic to determine if an alcohol, tamper, obstruction, and/or removal event has been detected. If an alert is generated, the alert data is analyzed and interpreted by a Customer Services Manager, with the results transferred to your Daily Action Plan.

All suspected events are reviewed using a set of confirmation criteria that has been clearly defined and validated with live subject testing and thousands of clients.

Alert Review and Confirmation

The following steps are performed each morning.

1. AMS Customer Services reviews all alerts.
2. An AMS Customer Services Manager reviews the alerts and determines if a non-compliance of the Program Participant Agreement has occurred.

Note: An obstruction must be in place for an extended period of time before the alert can be confirmed.
3. If a non-compliance event is suspected, the Customer Services Manager places
the alert in the “In Process” status and adds comments.
4. Once the non-compliance event is confirmed, the Customer Services Manager
enters the alert information in the Daily Action Plan.
5. The Service Provider notifies the Agency or supervising authority of the non-
compliance event or required action.

**Daily Action Plan**

On a daily basis, AMS will supply you with a Daily Action Plan that contains action
items. The list will include the following:

- Alcohol Detected Alerts – Clients that had a confirmed drinking event
- Potential Removal Alerts – Clients that had an unauthorized bracelet removal in
the last 24 hours
- Potential Tamper Alerts – Clients that had a confirmed tamper event
- Critical Communication Alerts – Clients that weren’t within the modem distance
for more than 48 hours
- Replace Equipment Alerts – Clients with equipment that has failed and requires
replacement
- Battery Low Alerts – Clients wearing a bracelet that requires a battery
replacement

![Daily Action Plan Image](https://example.com/daily-action-plan.png)

*Figure 11: Daily Action Plan*
The following table lists the recommended actions that you should take for each of the types of alerts that may appear on the Daily Action Plan.

<table>
<thead>
<tr>
<th>Alert Type</th>
<th>Recommended Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcohol Detected</td>
<td>• Contact the client or supervising agent immediately.</td>
</tr>
<tr>
<td></td>
<td>• Refer to your Alert Management Console for specific instructions and supporting data.</td>
</tr>
<tr>
<td></td>
<td>• Run a Non-Compliance Report for the specific event.</td>
</tr>
<tr>
<td>Potential Tamper</td>
<td>• Review the Temperature, IR Voltage, and TAC charts looking for continued changes to the standard pattern.</td>
</tr>
<tr>
<td></td>
<td>• Schedule client to meet with agent for physical inspection or take other appropriate action.</td>
</tr>
<tr>
<td>Potential Removal</td>
<td>• Immediately interview the client to determine if the SCRAM Bracelet was damaged or removed. Take appropriate action.</td>
</tr>
<tr>
<td></td>
<td>• No readings after this point can be relied upon until it is determined that the bracelet is securely attached.</td>
</tr>
<tr>
<td>Critical Communications</td>
<td>• Review the Communications log looking for any readings or communications that occurred after this alert.</td>
</tr>
<tr>
<td></td>
<td>• Interview the client to determine if the client has been at home. If the client has been at home, check the equipment and verify that it is working properly. If the client has not been at home, determine if a non-compliance event has occurred and take appropriate action.</td>
</tr>
<tr>
<td>Replace Equipment</td>
<td>• Contact the client immediately to schedule an appointment to replace equipment.</td>
</tr>
<tr>
<td></td>
<td>• Inspect bracelet or modem for damage.</td>
</tr>
<tr>
<td></td>
<td>• Replace the damaged device using SCRAMNET procedures.</td>
</tr>
<tr>
<td></td>
<td>• Contact AMS Customer Services to obtain a Return of Merchandise Authorization (RMA) number.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> Once an RMA number is generated, a replacement is owed by AMS for the failed equipment.</td>
</tr>
<tr>
<td></td>
<td>• If damage is suspected or alcohol verification is required, request a Return Inspection Report from AMS.</td>
</tr>
<tr>
<td></td>
<td>• Return damaged equipment to AMS.</td>
</tr>
<tr>
<td>Battery Low</td>
<td>• Change the battery in the SCRAM Bracelet as soon as possible. The battery should continue to operate for 7 to 10 days after you initially receive this message.</td>
</tr>
</tbody>
</table>
Non-Compliance Report

The Non-Compliance Report should be generated every time a non-compliance event has occurred and given to the supervisory authority if action should be taken based on the program requirements.

Figure 12: Non-Compliance Reporting Flow

The Non-Compliance Report, generated in SCRAMNET, captures an entire alcohol or tamper event, or up to five days, with all supporting data and information. The report allows you to select from the following options in order to customize the report to best fit your needs:

- **Graph** – This graph displays the three readings that are taken each time the SCRAM Bracelet takes a sample; Transdermal Alcohol Concentration (TAC), IR Voltage, and Temperature

Figure 13: Non-Compliance Report
• Messages – Created from a bracelet reading that indicates a possible non-compliance event or by an internal device that is malfunctioning

• Readings – A Transdermal Alcohol Concentration, IR Voltage, and Temperature reading is taken at the scheduled interval throughout the day

• Action Log – An entry is added to the Action Log each time the system or supervisory personnel perform a step in the resolution process

• Start/End Date – You can select a single date or a date range up to five days. If you do not select a date, the Non-Compliance Report will default to the alert date(s).

**Return Inspection Report**

When preparing for a court case, it may be necessary to inspect the client’s bracelet for external or internal damage. In addition to a physical inspection, if damage is suspected, contact AMS to request this report. AMS performs diagnostics tests to determine if any internal hardware has been damaged. The inspection results are then documented on the Return Inspection Report and can be used by the court to prosecute the offender or to bill the client for equipment damage. Refer to the SCRAM Program Participant Agreement on page 102 for details regarding possible replacement costs.
AMS Non-Compliance Support

The following process flow illustrates the steps involved if a contested hearing is requested.

1. Once a contested hearing is requested, notify AMS so a Customer Services Manager can prepare a formal analysis of the non-compliance event.
2. The AMS Director of Technical Support and/or AMS Chief Technology Officer reviews the formal court report.
3. AMS prepares the court report and provides the completed report to the customer.
4. The customer testifies at the hearing, explaining the report details if necessary.

Figure 14: Court Appearance Process
5. If, after receiving the report, the Service Provider and/or Agency determines that AMS support is required, AMS must be notified by submitting a Request for Testimony form least 14 days prior to the formal court hearing.

![Request for Testimony Form](image)

**Figure 15: Request for Testimony Form**

6. AMS will validate the level of court testimony required through the review of the Request for Testimony Form. These hearing must be challenges to the technology of the SCRAM System in courts where the SCRAM technology has not been accepted. AMS will use telephonic or video testimony when available. **As a last resort only**, AMS will travel to the jurisdiction to provide testimony. When appropriate, AMS will submit an invoice for travel and expenses. Refer to the Personal Court Appearances Policy on page 69 for the specific AMS policy regarding personal court appearances.

**Formal Court Report**

AMS generates a formal court report, titled the SCRAM System Data Interpretation Report, when SCRAM data is challenged in an upcoming court case. This report is a compilation of several documents that present a complete picture of the alleged non-compliance event.

**SANCTION GUIDELINES**

If the client admits to violating the terms of the SCRAM Participant Agreement or if guilt is proven in court, sanctions are warranted. The following guidelines provide sanctioning options that can be implemented if no prior rules exist.

**Philosophy**

The objective in developing appropriate responses to an offender’s behavior is to have a mechanism in place that enables the consistent application of a developed response. These responses should be both rewarding and punitive in nature and should be consistent with the seriousness of the infraction. Sanctions models that emphasize rewards over punishment tend to have an increased motivation response by the offenders subject to supervision.
Sanction Model Flowchart: Noncompliant vs Compliant Behavior

Freedom

Noncompliant = Incarceration
Compliant = Discharge or early termination

Offender Supervision

Noncompliant: SCRAM
Compliant: Removal from SCRAM or agency voucher for SCRAM services

Community Privileges

Noncompliant: Curfew restriction / community Service
Compliant: Less required reporting

Material

Noncompliant: Full Offender Pay model
Compliant: Financial voucher to offset costs of offender self pay model

Written

Noncompliant: Negative progress report
Compliant: Positive progress report

Verbal

Noncompliant: Verbal reprimand
Compliant: Verbal praise

*Model taken from NI Offender Supervision with Technology – A user’s guide (published 2002)


**SCRAM Sanction Models**

**Compliance Model**

This model rewards positive behavior and compliance using the Sanctions Model Flowchart previously discussed.

| Successful completion of 30+ day sentence | • Verbal and written praise  
• Progress report  
• Provide voucher to offset costs of offender pay model |
| Successful completion of 60+ day sentence | • Continued use of voucher  
• Waive community service hours  
• Lessened reporting requirements |
| Successful completion of 90+ day sentence | • Release from SCRAM program  
• Partial compliant refund of fees  
• Lowering of reporting requirements  
• Lower level of treatment  
• Less frequent urinalysis |

**Non-Compliance Model**

This model recommends disciplinary options that can be implemented on a graduated level if the client continues to violate the terms of the SCRAM Participant Agreement.

<table>
<thead>
<tr>
<th>Confirmed Drinking Event</th>
<th>Confirmed Obstruction</th>
<th>Confirmed Tamper and or Removal</th>
<th>Communication Failure</th>
</tr>
</thead>
</table>
| 1st time: Restart period of required sobriety (30 days)  
Verbal reprimand  
Written Reprimand | 1st time: Restart period of required sobriety (30 days)  
Verbal reprimand  
Written Reprimand | 1st time: Restart period of required sobriety (30 days) after serving 10 days in jail | 1st time: Verbal reprimand  
Office visit to download the SCRAM Modem |
<table>
<thead>
<tr>
<th>2nd time:</th>
<th>2nd time:</th>
<th>2nd time:</th>
<th>2nd time:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase and restart period of required sobriety (60 days)</td>
<td>Increase and restart period of required sobriety (60 days)</td>
<td>Increase and restart period of required sobriety (60 days) after serving 20 days in jail</td>
<td>Written reprimand Office visit to download the SCRAM Modem</td>
</tr>
<tr>
<td>Increase level of Intensive Outpatient Program</td>
<td>Increase level of Intensive Outpatient Program</td>
<td>Increase download times in SCRAMNET</td>
<td></td>
</tr>
<tr>
<td>Increase reporting</td>
<td>Increase reporting</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Increase community service hours</td>
<td>Increase community service hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Suspended jail time</td>
<td>Suspended jail time</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>3rd time:</td>
<td></td>
</tr>
<tr>
<td>3rd time:</td>
<td>3rd time:</td>
<td>3rd time:</td>
<td>3rd time:</td>
</tr>
<tr>
<td>Increase required period of sobriety (90 days)</td>
<td>Increase required period of sobriety (90 days)</td>
<td>Increase required period of sobriety (90 days) after serving 30 days in jail</td>
<td>Restart required period of sobriety or required office visit to download the SCRAM Modem</td>
</tr>
<tr>
<td>Required jail sentence</td>
<td>Required jail sentence</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Increased community service hours</td>
<td></td>
<td></td>
</tr>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Client Management**

**OPERATIONAL DUTIES**

Client management encompasses many operational and administrative responsibilities. Some of these tasks are performed when a client is assigned or removed from the SCRAM Program or on a daily basis. The following sections provide examples of tasks to be performed based on previous customer experiences and can be tailored for your program and sanction mode.

**Referral/Orientation**

- Schedule appointment/location and ensure orientation packet/equipment is prepared.
- Conduct orientation and have participant sign all required paperwork.
- Collect fees and issue receipt if offender self-pay model is used.
- Install the SCRAM Bracelet and download data.
- Issue next appointment card.
**Daily Duties**

- Review SCRAM Daily Action Plan and take recommended action based on alert type.
- Review the appointments for the day.
- Update the client contact logs and issue progress reports to supervising agents.
- Check for intakes that have not yet been installed and ensure that they are scheduled or the supervising agent has been notified as to the status.
- Check the inventory and order as needed.

**Client Office Visit/Check In**

- Attempt to schedule a meeting with the client and supervising agent.
- Inspect the bracelet for signs of tampering, excessive wear, and inquire about comfort issues.
- Conduct an observed IR reading upload, if requested by AMS.
- Ensure payments are up to date.
- Review reports to determine compliance and address any issues or concerns.
- Schedule the next appointment and document the date and time in SCRAMNET.

**Confirmed Drinking Event**

- AMS Customer Services confirms the alert.
- The supervising agent is notified by the submission of a Non-Compliance Report.
- Place a copy of the Non-Compliance Report in the client’s file and enter a comment in SCRAMNET.

**Suspected Obstruction**

- Service Provider/Agency phones client and asks them to bring in the modem.
- First Time
  - Conduct an observed IR reading upload and review the data with client, showing the good patterns vs. the bad patterns.
- Second Time
  - The supervising agent is notified of both events by the submission of a Non-Compliance Report and the client is sanctioned by reviewing the Non-Compliance Report, if appropriate.
  - Place a copy of the Non-Compliance Report in the client’s file and enter a comment in SCRAMNET.
• Third Time
  o The supervising agent is notified of both events by the submission of a Non-Compliance Report and client is sanctioned by reviewing the Non-Compliance Report, if appropriate.
  o Place a copy of the Non-Compliance Report in the client’s file and enter a comment in SCRAMNET.

Communication Issue

• First Time
  o The client is contacted and asked why the modem did not complete required call.
  o The client is issued a verbal reprimand.
  o Place a note in the client’s file and enter a comment in SCRAMNET.

• Second time
  o The supervising agent instructs the client to report with the modem and performs an observed download.
  o Change scheduled communication time and instruct the client that data uploads are their responsibility.

• Third time
  o A Non-Compliance Report is submitted to the supervising agent/agency and reviewed by client.

De-Installation/Program Completion

• Review the payment history of the client to determine the amount owed. Assess how any outstanding payments will be handled.
• Update the billing sheet and issue final invoice showing paid in full.
• Check in the SCRAM equipment using SCRAMNET.
• Ensure that the uploaded data does NOT contain any non-compliance events.
  Note: The client cannot be removed if a non-compliance event is suspected.
• Give the supervising agent a notice of program completion.

Communication with Supervising Agency/Officer

• Establish protocols to ensure that a consistent flow of pertinent information is delivered per the agency’s specification.
• E-mail or fax a softcopy or mail a hardcopy of the Non-Compliance Report.
• Service Provider/Agency establishes a single point of contact with AMS by establishing a relationship with an AMS Customer Services Manager.
CLIENT TASKS

Three phases represent the tasks that are normally performed while the client is on the SCRAM Program. The phases that make up the client life-cycle include:

- Initial Client Tasks
- Ongoing Client Management
- Closing Client Tasks

Initial Client Tasks

When a client is assigned to the SCRAM Program, several tasks should be performed. Those tasks include:

- Entering client information into SCRAMNET
- Assigning equipment to the client using SCRAMNET
- Attaching a bracelet to one of the client’s ankles
- Reviewing the offender Participant Agreement

Each of these items is covered separately.

SCRAM Client Policy

Prior to the scheduled appointment with the client to assign equipment, supervising personnel should fax or e-mail the SCRAM Client Policy, refer to the SCRAM Client Policy on page 99, for their review.

Establish Billing/Collections

Initial Costs

When a meeting is scheduled to attach the SCRAM Bracelet, notify the client that the following initial costs are due at that time.

- Hook Up Fee
- First two weeks payment
- Equipment Deposit (if required)

The Hook Up fee is typically between $25 and $100. The amount for the first two weeks is dependent on the daily rate that has been established. If the client does NOT have the necessary funds, set up a payment plan to recoup the funds in the near future.

Note: If the client’s payments are late on an ongoing basis, consider meeting with the client to create a personal budget. This minimizes the possibility that the client will reach a delinquent status.

Under normal circumstances, 10% should be added to the daily rate to cover offsetting costs for indigents who would benefit from being on the SCRAM Program.

Once the bracelet is attached to the client’s ankle, use a worksheet to monitor the payments history while assigned to the SCRAM Program.
**Reduced Rates (Sliding Scale)**

If the client is indigent and cannot afford the normal daily rate, a reduced payment plan may be necessary with the agency covering a percentage of the daily cost. To determine if the client qualifies, request that the client bring a statement for all current debts and any other documents required by the agency. If it is apparent that assistance is required, the standard daily cost is usually equal to the client’s hourly wage.

\[
\text{Daily Rate} = \text{Hourly Wage}
\]

AMS does NOT recommend that you agree to a rate of less than $5 per day.

**Enter Client Information**

When a client enters the SCRAM Program, personal information must be entered into SCRAMNET so equipment can be assigned and the bracelet made ready for the client to wear. Entering as much information as possible ensures that any future alert analysis and non-compliance event reporting is as complete as possible.

The client can be set up in SCRAMNET from the following areas of the site:

- Agency
- Court
- Judge
- Servicing Location

Once the client set-up tasks are finished, any alcohol event or attempt to mask a drinking event will be recorded.

To enter client profile information:

1. In SCRAMNET, locate the agent that will monitor the new client.
2. From the Agent Workload screen, click the **Clients** tab.
3. Click the **Add Client** button to open the Client Setup Wizard.
4. Enter client profile information then click the **Next** button.
5. Enter client general information then click the **Next** button.
6. Add contact information then click the **Next** button.
7. Enter employment information then click the **Next** button.
8. Select an Agency, Agent, Court, and Judge in the respective drop-down list and click the **Next** button.
   
   **Note:** While entering a Judge is not required, AMS strongly recommends that a judge be associated with the client at this time.
9. Select a client type and offense/reason in the drop-down lists then click the **Next** button.
10. Click the **Save** button to exit the wizard or the **Assign Equipment** button to proceed to the Equipment Setup Wizard.
11. Enter a bracelet and modem serial number then click the Assign Equipment button.

12. Establish a communication schedule.
   - **Daily Scheduled Communication** – This schedule option directs you to enter at least one time during a day that the bracelet and modem communicate in order to upload readings taken during the last 24 hours.
   - **Manual Scheduled Communication** – With this option, you can designate certain days during a week that the client must initiate contact between the bracelet and modem. In the example given, the client must wake up the bracelet every Monday, Wednesday, and Friday before 6:00 PM. After 6:00 PM, a Communication alert will be generated.
   - **Periodic Manual Communication** – This option allows you to set an interval, by days, that the bracelet and modem will communicate. For example, selecting the 3(72 hours) radio button establishes that the client must wake up the bracelet at least once every 3 days to establish bracelet/modem communication and upload bracelet data. After 3 days without any communication between the two devices, a Communication alert will be generated.

13. Click the Start button to begin the Equipment Setup Wizard.

**Note:** At this point, the equipment is set to the Pending Assignment status.

**Assign Equipment to Client**

After the client’s profile information has been entered, follow the Equipment Setup Wizard to complete the process.

**Note:** If a computer is NOT available where you are setting up the equipment, print the equipment assignment instructions. These instructions are identical to the information presented on the wizard pages.

The Equipment Setup Wizard includes procedures that are presented in the following order:

1. Enter a bracelet and modem serial number (if assigned) then click the Assign Equipment button.

2. Establish a communication schedule then click the Submit Schedule button.
   - **Daily Scheduled Communication** – This schedule option directs you to enter at least one time during a day that the bracelet and modem communicate in order to upload readings taken during the last 24 hours.
   - **Manual Scheduled Communication** – With this option, you can designate certain days during a week that the client must initiate contact between the bracelet and modem. In the example given, the client must wake up the bracelet every Monday, Wednesday, and Friday before 6:00 PM. After 6:00 PM, a Communication alert will be generated.
   - **Periodic Manual Communication** – This option allows you to set an interval, by days, that the bracelet and modem will communicate. For
example, selecting the **3(72 hours)** radio button establishes that the client must wake up the bracelet at least once every 3 days to establish bracelet/modem communication and upload bracelet data. After 3 days without any communication between the two devices, a Communication alert will be generated.

3. Select the SCRAM Modem or Direct Connect as the device being used to complete the equipment setup process then click the **View Steps** button to display the appropriate steps.
   
a. Using the SCRAM Modem:
   
   1) Verify that the client has an analog phone line.
   2) Administer a breathalyzer test to ensure that the client is alcohol free.
      
      **Note:** Readings may be skewed if the client has alcohol in their system and a breathalyzer test is NOT administered.
   3) Plug in the SCRAM Modem.
   4) Install the battery, faceplate, and exhaust cap.
   5) Attach the SCRAM Bracelet.
      
      **Note:** In order to minimize the possibility of the client removing the bracelet, it MUST be attached with a proper, snug fit. Regular, physical inspections of the bracelet are also highly recommended to ensure the serial number still faces up. If you discover that the serial number is not facing upwards, promptly notify AMS of the removal. Once notified, AMS will perform an in-depth analysis of the data in order to detect and confirm the removal.
   6) Insert the tamper clip.
   7) Complete SCRAM equipment setup using the SCRAM Modem or Direct Connect.

   b. Using Direct Connect:
   
   1) Verify that the client has an analog phone line.
   2) Administer a breathalyzer test to ensure that the client is alcohol free.
      
      **Note:** Readings may be skewed if the client has alcohol in their system and a breathalyzer test is NOT administered.
   3) Install the battery, faceplate, and exhaust cap.
   4) Attach the SCRAM Bracelet.
   5) Insert the tamper clip.
   6) Attach the Direct Connect device.
7) Open the Direct Connect application.

8) Wake up the SCRAM Bracelet.

4. Click the **Refresh** button until the initial readings and messages appear.

5. Click the **Print Schedule** button to display a print version of the client’s program schedule.

6. Click the **Print Agreement** button to display the client’s customized Participant Agreement.

7. Click the **Finish** button.

After the assignment process is complete, verify that the bracelet and modem status is set to “Assigned to Client” and the “Last Heard From” column has been updated on the Equipment panel.

**WARNING!**

Ensure that the bracelet and modem (if assigned) are at the appropriate state (Assigned to Client) before proceeding. If the initialization is NOT completed, once the modem is plugged in at the client’s home, an alert will be generated every 10 minutes and the modem will attempt to call into SCRAMNET up to 144 times a day. AMS reserves the right to bill for excessive calls that result from NOT ensuring that the bracelet and modem are properly communicating during initialization.

At this point, the bracelet will generate an Alcohol Detected alert if the client consumes alcohol.

**Two Clients in Same Household**

In the unlikely event that two people in the same household are referred to the SCRAM Program, you must coordinate with the clients to establish two scheduled communication times. AMS recommends morning and afternoon/evening communication times. Also, the clients may want to tape a note to one of the modems with the words “morning” or “afternoon”. This minimizes the possibility of plugging in the wrong modem.

Instruct the client with the morning communication time to perform the following:

1. Fifteen minutes before the morning communication time, plug in the appropriate modem.
   
   **Note:** Stay within the 30-foot distance from the time the modem is plugged in until 30 minutes after the scheduled communication time.

2. Fifteen minutes after the scheduled communication time, unplug and then re-plug in the modem.

3. Thirty minutes after the scheduled communication time, unplug the modem.

Instruct the client with the afternoon/evening communication time to perform the same steps described above.
Review SCRAM Program Participant Agreement

Before having the client sign the Participant Agreement, carefully review the document with the client. AMS also recommends that the client view the Participant Agreement video.

Components of Agreement

Program Costs – Fees

As mentioned previously, initial costs include a Hook Up fee and payment for the first two weeks on the SCRAM Program. Additional costs can be incurred if the equipment is intentionally damaged.

Required Communications

The client must be physically in range of the modem for 15 minutes prior to each of the designated reporting times. Remind the client to stay within range the entire time that the green light is blinking. The modem range is within the same room as the modem or within 30 feet of the modem.

If two clients reside in the same household, both modems cannot be plugged in simultaneously. In order to upload the bracelet data, each client must follow these steps at different times during the day:

Note: Remain within five feet during the procedure.

1. Plug in the SCRAM Modem.
   In less than one minute, the red and green lights will turn on and begin to alternate.

2. Once the red and green lights turn off, wake up the SCRAM Bracelet by running a magnet over the serial number.
   In less than one minute, a solid red light will turn on and the green light may or may not be blinking. After two to five minutes, both lights will turn off.

3. Unplug the modem power cord and plug it back into the modem.
   In approximately 15 seconds, the red and green lights begin to blink alternately.

4. When both lights turn off, unplug the modem.

Equipment Replacement Costs

When bracelets and modems are returned to AMS, a quick inspection is conducted on each device to determine if a tamper is possible. If a tamper is suspected, a Return Inspection Report is completed. If it is proven that a client has damaged a modem or one of the bracelet components, use the report to support recouping the replacement cost. The following is a sample cost chart.
In addition to replacement costs, the client should pay another Hook Up fee if a new bracelet must be attached to the ankle.

**Filing of Criminal Charges**

Clients that abscond SCRAM equipment should have felony charges brought against them. AMS recommends that you check with your local police department or District Attorney to review the likelihood of filing criminal charges.

**Equipment Care/Replacement Restrictions**

**Banned Products**

The bracelet will detect if the client is in close proximity to any product containing alcohol. Included but not limited to the following examples:

- Medicinal alcohol
- Household cleaners and disinfectants
- Lotions
- Body washes
- Perfumes
- Colognes
- Other hygiene products that contain alcohol

Explain to the client that only soap and water should be used on the skin around the bracelet.

**Tampering**

The Participant Agreement clearly states that the use of banned products near the bracelet in an attempt to tamper with or alter its readings will be considered a non-compliance event of the agreement.

Also, the placing of any obstruction between the leg and bracelet is grounds for immediate notification to the supervising agency.

**Swimming and Bathing**

The SCRAM System will almost certainly detect if a client submerges the bracelet in water or any other liquid. Showers are the only permitted bathing method. If the client submerges the bracelet in water, treat the submersion as an ‘attempt to defeat’ and handle the event in the same manner as a tamper or obstruction. Once a submersion is confirmed, enforce the equipment replacement costs previously discussed.
Personal Hygiene

It is in the client’s best interests to thoroughly rinse with clean water and dry the skin underneath the bracelet. Ensure that the client understands that failure to rinse away all soap may result in a mild skin rash.

Agreement Customization

The following information appears, by default, on the document:

<table>
<thead>
<tr>
<th>Participant Name</th>
<th>Bracelet Serial Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency</td>
<td>Modem Serial Number</td>
</tr>
<tr>
<td>Agent Name</td>
<td>Reporting Schedule</td>
</tr>
<tr>
<td>Date Placed on Program</td>
<td></td>
</tr>
</tbody>
</table>

The agreement can be customized to fit how you run your SCRAM Program. Specifically, you can modify the following:

<table>
<thead>
<tr>
<th>Upper-left image</th>
<th>Additional Hook Up</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participant Name (title)</td>
<td>Full Replacement of the SCRAM Bracelet</td>
</tr>
<tr>
<td>Agency (title)</td>
<td>Full Replacement of the SCRAM Modem</td>
</tr>
<tr>
<td>Agent Name (title)</td>
<td>Faceplate and Battery Replacement</td>
</tr>
<tr>
<td>Date Placed on Program (title)</td>
<td>Straps Replacement</td>
</tr>
<tr>
<td>Initial Here (title and lines)</td>
<td>Participant (title)</td>
</tr>
<tr>
<td>Daily Monitoring Cost</td>
<td>Field Representative/Witness (title)</td>
</tr>
<tr>
<td>Hook Up Fee</td>
<td>Title (title)</td>
</tr>
</tbody>
</table>

In addition, the default agreement is available in Spanish. The agreement includes all the “do’s and don’ts” in which the client must be aware. From a legal standpoint, you are laying the foundation with the client and this process will be subject to the scrutiny of the court if a revocation violation is filed. Refer to the SCRAM Program Participant Agreement on page 102 for details.

An addendum is also available if the scheduled communication time is changed or if a new bracelet and/or modem is assigned to the client.
Ongoing Client Management

While on the SCRAM Program, the equipment assigned to the client will require routine maintenance. Equipment maintenance tasks include:

- Replace the bracelet
- Replace the battery
- Replace the faceplate
- Replace the straps
- Replace the modem
- Manually upload bracelet data

A physical inspection should be performed on the SCRAM Bracelet each time the client comes into the office for any reason. When performing the inspection, ensure that the bracelet still fits correctly on the ankle, that no evidence of an obstruction or damage is seen.

In addition to client-maintenance activities, a Client Compliance Report is available to show a client’s progress while enrolled in the SCRAM Program.

Let’s start with how the SCRAM Bracelet is replaced.

Replace Bracelet

The SCRAM Bracelet is a complex piece of equipment that contains both hardware and software. There may be instances where you need to “swap out” the bracelet. To replace the bracelet, follow the Replace Bracelet Wizard steps that appear in the following order:

1. Enter a bracelet serial number then click the Assign Equipment button.
2. Establish a communication schedule then click the Submit Schedule button.
   - Daily Scheduled Communication – This schedule option directs you to enter at least one time during a day that the bracelet and modem communicate in order to upload readings taken during the last 24 hours.
   - Manual Scheduled Communication – With this option, you can designate certain days during a week that the client must initiate contact between the bracelet and modem. In the example given, the client must wake up the bracelet every Monday, Wednesday, and Friday before 6:00 PM. After 6:00 PM, a Communication alert will be generated.
   - Periodic Manual Communication – This option allows you to set an interval, by days, that the bracelet and modem will communicate. For example, selecting the 3(72 hours) radio button establishes that the client must wake up the bracelet at least once every 3 days to establish bracelet/modem communication and upload bracelet data. After 3 days without any communication between the two devices, a Communication alert will be generated.
3. Click the Yes button if the client’s modem is available and the No button if it is not.
4. If the client’s modem is NOT available, enter a modem serial number then click the Assign Equipment button.

5. Select the SCRAM Modem or Direct Connect as the device being used to complete the equipment setup process then click the View Steps button to display the appropriate steps.

   a. Using the SCRAM Modem:
      1) Plug in the SCRAM Modem.
      2) Check in the old SCRAM Bracelet.
      3) Remove the old SCRAM Bracelet.
      4) Attach the new SCRAM Bracelet then wake up the bracelet.
      5) Unplug the SCRAM Modem.

   b. Using Direct Connect:
      1) Set up the Direct Connect device.
      2) Open the Direct Connect application.
      3) Check in the old SCRAM Bracelet.
      4) Remove the old SCRAM Bracelet.
      5) Install the battery, faceplate, and exhaust cap in the new SCRAM Bracelet.
      6) Attach the new SCRAM Bracelet then wake up the bracelet.

6. Click the Print Schedule button to display a print version of the client’s program schedule.

7. Click the Print Agreement button to display the client’s customized Participant Agreement.

8. Click the Finish button.

**Replace Battery**

If the bracelet battery falls below an acceptable threshold, an alert is generated and the battery must be replaced. To replace the battery:

1. Remove the SCRAM Bracelet.
2. Remove the faceplate using the Faceplate/Clip Removal Tool.
3. Remove the old battery.
4. Remove the old exhaust cap.
5. Install the new exhaust cap.
6. Install the new battery.
7. Install the new faceplate.
8. Attach the SCRAM Bracelet.
9. Contact AMS Customer Services to reinitialize the SCRAM Bracelet.
   
   Note: If you cannot contact AMS, check in the SCRAM Bracelet and then reassign to the client.

**Replace Faceplate**

The faceplate should be replaced whenever it is removed from the SCRAM Bracelet. To remove the faceplate:

1. Remove the faceplate using the Faceplate/Clip Removal Tool.
2. Install a new faceplate.

**Replace Straps**

The straps on the SCRAM Bracelet easily can be replaced without returning the bracelet to AMS. To replace the straps:

1. Remove the faceplate using the Faceplate/Clip Removal Tool.
2. Remove the strap retainers using the Torx screwdriver.
3. Remove the straps.
4. Install the straps on the bracelet, aligning each strap with the guide pins on the correct side.
5. Install the strap retainers, aligning each retainer with the guide pins on the correct side.

**Replace Modem**

To replace the modem, follow the Replace Modem Wizard steps that appear in the following order:

1. Enter a bracelet serial number then click the Assign Equipment button.
2. Establish a communication schedule then click the Submit Schedule button.
   
   o **Daily Scheduled Communication** – This schedule option directs you to enter at least one time during a day that the bracelet and modem communicate in order to upload readings taken during the last 24 hours.

   o **Manual Scheduled Communication** – With this option, you can designate certain days during a week that the client must initiate contact between the bracelet and modem. In the example given, the client must wake up the bracelet every Monday, Wednesday, and Friday before 6:00 PM. After 6:00 PM, a Communication alert will be generated.

   o **Periodic Manual Communication** – This option allows you to set an interval, by days, that the bracelet and modem will communicate. For example, selecting the 3(72 hours) radio button establishes that the client must wake up the bracelet at least once every 3 days to establish bracelet/modem communication and upload bracelet data. After 3 days without any communication between the two devices, a Communication alert will be generated.
3. Click the View Steps button to display the steps necessary to replace the SCRAM Modem.
4. Plug in the old SCRAM Modem.
5. Plug in the new SCRAM Modem.
6. Click the Finish button.

**Manually Upload Bracelet Data**

You will likely have clients who will not be able to upload the data from the bracelet to the modem at the scheduled communication time. Reasons for this could include:

- No analog phone line
- Multiple modems in one household
- Repeated problems with uploading from the home

If you are managing a client under one of these circumstances, the client will have to find an analog phone line at a remote location or come to your office. Either way, the bracelet must be “awakened” in order to upload the data. Refer to the Error! Reference source not found. on page Error! Bookmark not defined. for details.

A manual data upload using Direct Connect and physical inspection should be performed on the SCRAM Bracelet each time the client comes into the office for any reason. When performing the inspection, ensure that the bracelet still fits correctly on the ankle, that no evidence of an obstruction or damage is seen.

**Client Compliance Report**

The Client Compliance Report focuses on how well a client has complied with the terms of the Participant Agreement while on the SCRAM Program. Because this report is generated as an MSWord document, you can add additional comments regarding items such as the clients overall behavior, level of cooperation, or any other observation that reflects positively on the client. Refer to the Client Compliance Report on page 90 for details.

The Client Compliance Report is available in the Alert Management Console. Once you’re in the console, click the Reports option, select dates (if necessary), and click the View Report button.

**Closing Client Tasks**

**Collect Final Payment**

When a meeting is scheduled to remove the bracelet, notify the client of the final amount due. If the client arrives without the necessary funds, do NOT remove the bracelet. Once final payment is received, the bracelet can then be removed.

**Note:** Ensure that client is aware that he/she will continue to be billed until the bracelet is removed and checked in on SCRAMNET.
Check In Equipment

When the client is being removed from the SCRAM Program, the equipment check-in procedure must be completed. The wizard steps appear in the following order:

1. Select the SCRAM Modem or Direct Connect as the device being used to complete the equipment check-in process then click the Next button.
   a. Using the SCRAM Modem:
      1) Plug in the SCRAM Modem then click the Next button.
      2) Wake up the SCRAM Bracelet.
      3) Unplug the SCRAM Modem then click the Next button.
      4) Check for any schedule maintenance activities and click the Next button.
      5) Click the Finish button.
   b. Using Direct Connect:
      1) Plug in the Direct Connect device and click the Next button.
      2) Open the Direct Connect application and click the Next button.
      3) Wake up the SCRAM Bracelet.
      4) Remove the SCRAM Bracelet and click the Next button.
      5) Check for any schedule maintenance activities and click the Next button.
      6) Click the Finish button.

Inactivate Client

Once you have checked in the client’s equipment, you will inactivate the client on SCRAMNET. After you have inactivated the client, that client’s information remains in the system and can be viewed or re-activated if the client is placed back on the program.

If you attempt to inactivate the client before you have checked in the bracelet and modem, you will be prompted to do so before the inactivation process can be completed.

Offender Feedback Form

When a client is being removed from the SCRAM Program, it may be useful to capture that client’s experiences with wearing the bracelet and using the modem. Use the Offender Feedback Form (see the Offender Feedback Form on page 111) to gather the information from the client.
Inventory Management

Based on the significant investments made in SCRAM equipment, your equipment MUST be managed and tracked effectively. SCRAMNET is your primary tool to ensure that you can effectively manage your inventory. Simply stated, if you use SCRAMNET as your inventory tracking system, you should always know where each device is located as well as its current status. If a bracelet or modem is lost, it is important to update SCRAMNET to reflect the lost unit. Each device will be in one of the following statuses:

- Shipped From AMS – New bracelets and modems are at the Shipped From AMS status when received from AMS.
- In Inventory – When you receive new bracelets and modems, change the status of each device to the In Inventory status. Once the status is changed, the equipment is available for use on clients.
- Pending Assignment – SCRAMNET sets a bracelet and modem to the Pending Assignment status when each is selected for assignment to a client.
- Assigned to Client – SCRAMNET sets the assigned bracelet and modem to the Assigned to Client status when the bracelet is attached to the client’s ankle, and the modem communicates with the bracelet then communicates with SCRAMNET.
- Pending Removal – SCRAMNET sets the assigned bracelet and/or modem to the Pending Removal status when an equipment check-in or replacement process is begun.
- In Transit to AMS – Set the status of each device being returned to AMS to the In Transit to AMS status prior to shipping.
- At AMS – AMS sets the status of each returned device to the At AMS status upon receipt.
- Lost – If a device is lost while assigned to a client, set the status to Lost in order to stop the daily monitoring fee for that device. If a device is lost while in your inventory, setting the status to Lost ensures that your “spare” inventory count is properly maintained.

ASSOCIATING EQUIPMENT WITH A NEW SERVICING LOCATION

Once a new servicing location is created in SCRAMNET, you can associate your present inventory with that servicing location. To accomplish this, compile a serialized list of which bracelets and modems are physically stored in which servicing location. With the list in hand, perform the following:

1. Open SCRAMNET.
2. Click the Inventory link.
3. Click the Go button to view your entire inventory.
4. Select the check box for each bracelet and modem that you want to associate with a specific location.
5. Click the Update Status button.
6. Select the proper servicing location.
7. Click the Next button.
8. Repeat steps 3 through 7 for each servicing location.

RECEIVING EQUIPMENT FROM AMS

When equipment is received from AMS, SCRAMNET must be updated in two ways:

- Change the equipment status from “Shipped From AMS” to “In Inventory”.
- If servicing locations exist, associate the equipment with the proper location.

You can change the status and servicing location for bracelets and modems individually or in groups.

To enter the equipment into inventory:

1. Open SCRAMNET.
2. Click the Inventory link.
3. Select the Shipped From AMS option in the Status drop-down list.
4. Click the Go button.
5. Select equipment.
   
   The equipment can be selected in one of two ways:
   
   o Click the Select All link. Check marks will appear in all check boxes.
   o Select one or more check boxes.
6. Click the Update Status button.
7. Select the In Inventory option in the Status list.
   
   If unique servicing locations have NOT been established, ignore the following step and click the Next button.
8. Select a location in the Servicing Location list and click the Next button.

TRANSFERRING EQUIPMENT TO ANOTHER SERVICING LOCATION

Inventory may need to be shipped from one servicing location to another based on pending client assignments, or inventory that is received and managed from a central call center may then be shipped to the various servicing locations from the central site. Under these circumstances, the shipped items can be transferred, by serial number, in SCRAMNET. This level of accounting for each piece of equipment at any time ensures that lost equipment will be held to a bare minimum.

To transfer the equipment:

1. Open SCRAMNET.
2. Click the Inventory link.
3. Select the In Inventory option in the Status drop-down list.
4. Select your servicing location in the Servicing Location drop-down list.
5. Click the Go button.
6. Click the check box for each bracelet and modem being transferred to the other servicing location.
7. Click the Update Status button.
8. Select the In Transit to Location option in the Status list.
9. Select a location in the Servicing Location list and click the Next button.

RECEIVING EQUIPMENT FROM ANOTHER SERVICING LOCATION

Once the equipment is physically received by the new servicing location, the status of that equipment must be changed to “In Inventory” to be available for use on a client.

To receive the transferred equipment:

1. Open SCRAMNET.
2. Click the Inventory link.
3. Select the In Transit to Location option in the Status drop-down list.
4. Select your servicing location in the Servicing Location drop-down list.
5. Click the Go button.
6. Click the check box for each bracelet and modem being received into your inventory.
7. Click the Update Status button.
8. Select the In Inventory option in the Status list and click the Next button.

RETURNING EQUIPMENT TO AMS

Prior to shipping equipment back to AMS, an RMA number must be assigned to each item. Without an RMA number, the equipment cannot be changed to the “In Transit To AMS” status.

Note: Equipment marked for return by AMS will already have an RMA number assigned.

Once you determine that you have to return one or more devices, call AMS with the following information available:

- The equipment serial number
- The reason that each device is being returned
After AMS Customer Services agrees that the equipment should be returned, an RMA number is assigned to each device. The RMA number is shown on the Inventory screen.

**IMPORTANT NOTE**

Follow the steps outlined in the Communicable Disease segment of the Health Risk Policy, see page 72 for more details, for returning a bracelet that may have been worn by a client with any type of communicable disease.

Upon receipt into the AMS inventory, each device is inspected for possible tampering and updated software is loaded, if necessary.

**DISINFECTING AND CLEANING**

Properly disinfecting the SCRAM Bracelet is critical. The bracelet MUST be cleaned immediately after being removed from a client.

You will receive a SCRAM Bracelet Disinfecting Kit that contains:

- One 22 oz. bottle of Sporicidin® antiseptic with spray applicator
- One box of disposable rubber gloves
- One copy of manufacturer’s Material Safety Data Sheet (MSDS)
- One set of disinfecting instructions

Additional kits are available for $40.00 and AMS recommends that each inventory location contain a kit.

**Recommended Facilities/Supplies**

If possible, AMS recommends that you have an area dedicated to disinfecting the bracelet. This area should include a sink with paper towels nearby.

**Disinfecting Procedures**

As stated, your kit includes detailed instructions for disinfecting the bracelet. Refer to the SCRAM Bracelet Disinfecting Kit Instructions on page 105 for more details. These instructions give you a step-by-step process for cleaning the bracelet.

**ORDERING ADDITIONAL EQUIPMENT**

AMS recommends that you maintain an inventory of at least 10% above the total number of bracelets and modems currently assigned to all clients. To maintain this readiness level, order equipment at least two weeks prior to when you anticipate a need for utilization. Use the Customer Equipment Order Form, refer to the Customer Equipment Order Form on page 108, to order equipment.

SCRAM equipment will be shipped using standard 3-day shipping rates. If the equipment is need sooner, you will be billed for the additional shipping costs.
CONDUCTING PHYSICAL INVENTORIES

It is important to conduct physical inventories of your SCRAM equipment on a monthly or at least a quarterly basis. To assist you in performing your physical inventories, a Current Inventory Report is available on SCRAMNET. This report will list the serial number for each SCRAM Bracelet and Modem that is reflected in SCRAMNET. Each line item in the report has a check box so you can physically account for each SCRAM devise and ensure that SCRAMNET agrees with the equipment you have on hand.

To locate the Current Inventory Report:

1. Open SCRAMNET.
2. Click the Reports tab.
3. Select the Inventory Tracking Report.
4. Select the appropriate option in the Device Type drop-down list if you are only performing a physical inventory for either the bracelet or modem.
5. Select an option in the Inventory Status drop-down list if you are performing a physical inventory for equipment with a specific status.
6. Select an option in the Location drop-down list if you are performing a physical inventory for equipment in a specific servicing location.
7. Print the report so you can use it to check off each unit as it is located.
8. Update SCRAMNET for any discrepancies or differences with your physical inventory count.

Note: This may mean that units need to be changed to the “Lost” status in SCRAMNET if you cannot locate the serial number listed and do not have any idea where it may be.

AMS Policies

CUSTOMER SERVICES SUPPORT POLICY

The following table details the level of support that AMS provides during the week and on weekends.

<table>
<thead>
<tr>
<th>Tasks</th>
<th>Weekday</th>
<th>Weekend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide technical support for customers.</td>
<td>6AM-5PM (MST)</td>
<td>7AM-2PM (MST)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Including all holidays except Thanksgiving and Christmas Day</td>
</tr>
<tr>
<td>Tasks</td>
<td>Weekday</td>
<td>Weekend</td>
</tr>
<tr>
<td>---------------------------------------------------------------------</td>
<td>------------------------------</td>
<td>----------------------------------------------</td>
</tr>
<tr>
<td>Manage SCRAMNET environment, including daily data collection, backup, and storage.</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Review and resolve all Scheduled Maintenance alerts.</td>
<td>X</td>
<td>No action taken by Customer Services Managers</td>
</tr>
<tr>
<td>Review and resolve all Equipment-Assignment alerts.</td>
<td>Performed by customer</td>
<td>No action taken by Customer Services Managers</td>
</tr>
<tr>
<td>Review and resolve all Communications alerts.</td>
<td>Performed by customer</td>
<td>No action taken by Customer Services Managers</td>
</tr>
<tr>
<td>Review all Potential Tamper alerts routed to AMS for confirmation then transfer to customer.</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Provide final analysis and confirmation for Potential Tamper alerts.</td>
<td>X</td>
<td>X Confirmation appears on Customer’s Workload Page</td>
</tr>
<tr>
<td>Review all Alcohol Detected alerts.</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Provide final analysis and confirmation for Alcohol Detected alerts.</td>
<td>X</td>
<td>X Confirmation appears on Customer’s Workload Page</td>
</tr>
<tr>
<td>Review all Equipment Alerts. Resolve and notify customer of required action and authorization to return, if necessary.</td>
<td>X</td>
<td>No action taken by Customer Services Managers</td>
</tr>
<tr>
<td>Consolidate workload for customer and prepare Daily Action Plan for immediate customer follow up by 10AM.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Tasks</td>
<td>Weekday</td>
<td>Weekend</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>------------------------------</td>
<td>----------------------------------------------</td>
</tr>
<tr>
<td>Prepare reporting for confirmed drinking events and tampers by generating a Non-Compliance Report.</td>
<td>X Upon request and as needed</td>
<td></td>
</tr>
<tr>
<td>Assist customer in generating reports for client and inventory management.</td>
<td>X Upon request and as needed</td>
<td></td>
</tr>
<tr>
<td>Provide legal documentation and expert testimony for legal proceedings as deemed necessary at the current fee.</td>
<td>X Upon receipt by AMS of a Request for Testimony Form and as needed</td>
<td></td>
</tr>
</tbody>
</table>

**CUSTOMER EQUIPMENT ORDER POLICY**

AMS continues to obtain requests for equipment beyond the standard bracelet and modem orders. This policy covers the charges for each item when additional items are requested by the customer beyond the normal order quantity.

**Spares** – Ten percent of the purchased quantity will be sent as spares at no charge.

**Battery Pack** – Two batteries will be sent with every new order and one battery with each replacement order at no charge. Each month or quarter (refer to the Battery Allocation Policy on page 71 for details), a monthly battery allocation will be calculated per customer using a 60-day battery life. Any additional batteries ordered above the monthly allocation will be charged the published per-battery price. If additional batteries are needed prior to the monthly allocation, this amount will be subtracted from the monthly allocation until the monthly allocation number is reached.

**Customer Field Kit** – One field kit will be sent to each servicing location at no charge. Additional items ordered that are contained within the field kit will be individually assessed based on the item price.

**Phone Cords and Modem Power Supply** – These items will be billed at the published price unless it is determined that the cords and power supplies are faulty and need to be replaced, which will be done at no charge.

The current published price for each item is listed on page Error! Bookmark not defined.. AMS reserves the right to increase the prices based on the changes in suppliers and costs. Customers will be properly notified of any price increase in a timely manner.
EQUIPMENT REPLACEMENTS POLICY

AMS warrants that the SCRAM Bracelet and SCRAM Modem will function with SCRAMNET in accordance with the performance parameters specified in this guide. Upon notification by AMS of equipment failure or the need to replace the equipment, AMS will at its sole option, repair or replace the defective SCRAM Set as covered by the contract warranty. Once AMS issues an RMA, the customer is owed a replacement unit. AMS will attempt to get the damaged equipment replaced as quickly as possible.

If the damaged unit remains on a client, once AMS provides notification of failure, AMS does not guarantee the reliability or accuracy of the readings generated by the SCRAM Bracelet. In other words, AMS will NOT testify in court that the readings generated by a damaged SCRAM Bracelet are reliable and accurate or that the SCRAM Bracelet was working according to manufacturing specifications.

DAMAGED EQUIPMENT POLICY

Damaged equipment is a very costly item for Alcohol Monitoring Systems (AMS), especially when the cause is intentional. As AMS completes our failure analysis on returned equipment (RMAs), we will now track equipment that has been damaged by the client. There are two categories of damage that are tracked:

1. Equipment that is no longer functioning with no manufacturing errors, and has to be completely rebuilt and replaced
2. Damaged parts that need to be replaced

Customers will be notified not only when a device has been damaged to the point of a complete replacement, but also for any parts that need to be replaced. A copy of the Return Inspection Report will be provided with the notification and will supply the description of the findings and final disposition of the equipment. Based upon this information, customers will be notified of the costs for the damage so appropriate action may be taken with the client.

Damage is defined as the following:

1. Cut Strap – When the front and/or back strap have been cut for improper removal by the offender or agency. This does not include the required removal when an apparent health risk is present as defined in the Alcohol Supervision Program Participant Agreement.
2. Bracelet submerged in water or other substance – Submersion of the bracelet in water or any other substance resulting in the bracelet analog components no longer functioning. Submersion can be confirmed through physical inspection by AMS during failure analysis as the bracelet will show signs of damage that can only be incurred as a result of submersion. In addition, when the bracelet is submerged in water or other substances, a distinctive pattern occurs in the network IR readings indicating submersion. AMS will provide supportable evidence of the water submersion so that appropriate action and financial assessments can be made with the client.

If two bracelets have been damaged by a client within a 60 day time period, AMS will bill the customer for the costs of rebuilding one unit. Also, an evaluation
should be conducted to determine if this particular client should remain on the SCRAM program based on the reoccurring pattern of damage resulting in equipment failure.

3. **Damaged modem** – Any outward, physical signs of damage making the equipment unusable. This damage can be the result of tampers with the electrical cord (damaging the electrical board) or through any other type of physical damage, such as dropping. This damage will be confirmed through physical inspection by AMS during the failure analysis process.

4. **Any other form of physical damage to the bracelet components** – Any other type of physical damage both internally and externally beyond normal wear and tear that results in the bracelet no longer functioning will be termed physical damage. This damage will be confirmed through physical inspection by AMS upon return of the damaged bracelet.

Once a bracelet or modem are confirmed damaged and scheduled for rebuild to restore them to a workable state, the customer will be notified of the cost for the damaged equipment. If a court hearing has been scheduled for the suspected tamper or damage event, and with proper notification to AMS, the bracelet can be held as evidence.

The replacement costs that will appear on the customer invoice are as follows:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Bracelet</td>
<td>$1,200.00</td>
</tr>
<tr>
<td>Modem</td>
<td>$400.00</td>
</tr>
<tr>
<td>Straps</td>
<td>$50.00</td>
</tr>
</tbody>
</table>

AMS also strongly recommends the following as a customer policy:

> If a client damages more than two bracelets in a 60-day period and if they are allowed to remain on SCRAM, a deposit for bracelet should be collected from the client. The deposit can be refunded upon the return of a fully functional bracelet.

As we explore ways to lower our costs, AMS will pass on any cost savings to you, the customer. It is also our intent to reduce the amount of equipment that is currently being damaged with a stricter client enforcement program and policy including a financial penalty for the damage and/or repair. By enforcing the Alcohol Supervision Program Participant Agreement and the defined operating procedures for the equipment, this will result in the equipment remaining in good working condition.

If you have any questions regarding this policy, please call Customer Support at 1 303 785-7879 or e mail us at support@alcoholmonitoring.com.
LOST SCRAM BRACELETS POLICY – IMPACT ON MONTHLY SERVICE BILLING

As a result of customers requesting credits for their monthly service billing for lost bracelets, AMS has responded by issuing the following policy.

A SCRAM Bracelet MUST be set to the Lost status so as NOT to be included in the bracelet count for the monthly service billing. If the bracelet is NOT in the Lost status, it will be included in the number of bracelets in the Assigned to Client and Pending Removal status and charged the daily monitoring fee.

AMS will NOT use the date given by the customer to establish the lost date. The bracelet MUST be set to the Lost status in SCRAMNET since the network is the source used to calculate the daily monitoring fee.

PERSONAL COURT APPEARANCES POLICY

AMS believes that the customer should be able to explain the details of the formal court report that is provided by AMS. If the customer requires AMS expert witness testimony, AMS may request reimbursement for travel and expenses. AMS will request this reimbursement if the SCRAM technology has been established as an accepted technology and science in the court or judicial system, and the customer still requests an AMS expert witness. In established courts or judicial systems, the AMS formal court documents should be sufficient or, at a minimum, the hearing may require an AMS data interpretation expert or an AMS certified support technician to provide video or audio testimony.

When the customer contacts AMS Customer Support regarding AMS expert testimony, Customer Support will e-mail a Request for Testimony Form (Figure 17) to the customer. Upon receipt of the completed form, AMS will determine if expert witness testimony is required. If so, AMS will determine which AMS representative will testify. At this time, the AMS representative scheduled to testify will contact the prosecutor to discuss the specifics of the hearing.
Figure 17: Request for Testimony Form

Other forms of testimony or evidence that AMS can provide, upon completion of the Request for Testimony Form (Figure 17), are the following:

- Video Testimony through the use of internet conferencing tools
- Audio Testimony through the use of scheduled conference calls
- Sworn affidavits of the Non-Compliance Report confirming the validated drinking or tampering event

For video and audio testimony (item 1 and 2), AMS requires a minimum of seven calendar days notice to secure personnel and equipment set-up. For document preparation accompanied by a sworn affidavit (item 3), AMS needs a minimum of two weeks.

Non-Compliance Reports can be accessed through SCRAMNET to support the show-cause hearings. AMS Customer Services will assist in the generation of these reports and in addition, can prepare formal court documents if a hearing has been scheduled.

The formal court documents will provide summary offense documentation for presentation during the court hearing and other technical documentation supporting our SCRAM technology and monitoring network. AMS is committed to providing the documentation and information that you need to properly manage your offenders and non-compliance events.

If you have any questions regarding this change, please call Customer Support at (303) 785-7879 or e-mail us at support@alcoholmonitoring.com.
BATTERY ALLOCATION POLICY

As part of the ongoing maintenance policy, AMS will provide a monthly battery allocation to our customers. AMS is assuming the average battery life is 60 days. Based on this assumption, a customer’s monthly battery allocation is based on the following formula:

The sum of the number of units assigned to clients per day for the month divided by 60. For example, if a customer had a total of 120 units assigned to clients for the month of October (31 days), their battery allocation for the month would be 62 batteries.

(120 units assigned to clients for the month x 31 days) divided by 60 = 62 batteries.

If the number of units assigned to clients varies each day, the number of units assigned per day would be summed to determine the total of the units assigned for the month. This resulting sum would then be divided by 60.

The number of units assigned to clients comes from the information maintained in SCRAMNET. This information is the source for the monthly allocation.

If the monthly allocation calculation results in five batteries or less, the customer will be shipped their monthly allocation on a quarterly basis; for example, three months worth of batteries plus 20 to 50% more. If the customer runs low on batteries or if their quarterly shipment has been depleted, additional batteries can be ordered.

With each battery sent, a faceplate and tamper clip is included. In addition, for every eight batteries being sent, a strap set will also be shipped.

HEALTH RISK POLICY

Most individuals will experience no health risks from wearing the SCRAM Bracelet. However, there are some minor discomforts and side effects that individuals wearing the SCRAM Bracelet may experience, and SCRAM administrators must be aware of:

- Some individuals may experience discomfort due to the weight of the bracelet and the way it fits to the ankle. This generally subsides in 48 hours as the individual grows accustomed to the fit and feel of the bracelet.

- Less than 1% of the total number of unique offenders who have worn the SCRAM Bracelet to date have experienced skin redness, irritations, and/or itching. In many instances, after thorough evaluation, we have found that the offender has applied a topical substance to cause irritation. It is the responsibility of the individual or their physician to notify their officer or agent immediately at the first sign of any type of redness, burning sensation, itching or irritation. It must then be determined if the irritation has been caused by a topical application. If a topical application is ruled out, based upon the seriousness of the side effect, it will be determined if the bracelet should be removed. In the event of a medical emergency or serious health risk in which the bracelet needs to be removed, the bracelet’s front strap can be cut with a pair of scissors at the location marked “Cut Here.”

- The risk of skin redness, irritation, or itching is decreased if a proper cleaning routine is followed. Any individual wearing the bracelet should clean the area of
the leg and ankle around the bracelet daily as part of a shower. This includes the
application of soap and water and thoroughly rinsing and drying the skin between
the leg and bracelet. Any bracelet removed from an individual must be properly
cleaned and disinfected prior to being placed on another individual. Cleaning and
disinfecting must be done in accordance with the AMS-supplied materials and
instructions.

Individuals with diabetes are potentially at greater risk of discomfort and potential
adverse health effects than non-diabetic individuals. At this time, it is advised that these
individuals should not wear the SCRAM Bracelet for the following reasons:

- Individuals with diabetes are prone to vascular disease in their extremities and
  should not wear the SCRAM Bracelet. These conditions are more common in
  Type I diabetics.
- Pregnant women may experience ankle swelling in the later stages of pregnancy,
  and should not wear the SCRAM Bracelet.

AMS is not trying to cause undue worry or concern about the health risks associated with
the SCRAM Bracelet. It is not feasible to understand the current health status and
medical histories of every individual assigned to SCRAM and make the determination if
they are an appropriate candidate or not. Therefore, if any serious irritation or redness
appears while an individual is wearing the SCRAM Bracelet, the source of the irritation
should be identified if possible and a determination made at that time if the individual
should remain on the SCRAM Program.

Communicable Diseases
To minimize the possibility that a communicable disease is inadvertently contracted by
anyone handling an infected bracelet, AMS requests that you strictly adhere to the
following policy.

Any bracelet that is removed from a client who is suspected of having any type of
communicable disease must be tagged with a description of the health condition or the
name of the known or suspected disease. The bracelet must be liberally sprayed with
Sporicidin® and, without wiping off the spray, placed in the biological hazard bag
provided by AMS so the tag can be read without opening the bag. When AMS reads the
tag, the bracelet will be safely disposed of as a bio-hazardous material. Your adherence to
this policy is mandatory for the protection of all personnel involved in the handling of
SCRAM equipment.

Pacemaker/Defibrillator Advisory
The SCRAM system uses a radio frequency in the 900 MHz range, which is a non-
licensed (i.e. public) frequency. Many wireless products all around you use this same
frequency range every day. Most notable is the 900 MHz cordless phones. Significant
research has been performed on the impact that cordless phones and cellular phones may
have on pacemakers and/or defibrillators.

For 900 MHz cordless phones, research performed by Wireless Technology Research,
LLC and supported by the FDA recommended that patients who have an implanted
pacemaker or defibrillator:
• Should keep cordless phones at least six inches from the device
• Should NOT place cordless phones directly over the device, such as in a breast pocket, when it is turned ON
• Should use the cordless phone at the ear opposite the device
• WTR’s evaluation did not identify any risk to bystanders with a pacemaker or defibrillator from other persons using cordless phones

Associated SCRAM risks are further reduced by the following facts:

• When worn, the SCRAM bracelet is 3 to 5 feet from the patient’s pacemaker or defibrillator.
• The SCRAM bracelet does not actively transmit any signals. It transmits only when the modem requests it to, which is once per day on average.

In summary, the SCRAM system poses little, if any, risk to patients with an implanted pacemaker or defibrillator. When SCRAM is installed on a pacemaker/defibrillator patient, we recommend that they use the same precautions their device manufacturer advises for cordless telephones.

**Explosive Environments**

OSHA defines *intrinsically safe equipment and associated wiring* as: Equipment and associated wiring in which any spark or thermal effect, either produced normally or in specified fault conditions, is incapable, under certain prescribed test conditions, of causing ignition of a mixture of flammable or combustible material in air in its most easily ignitable concentration.

The SCRAM Bracelet has not been evaluated for use in explosive environments. If entry into these environments is required, then consider another technology. AMS does not recommend use under these conditions.
User Reports

"A page of history…"

… is worth a volume of logic.

Oliver Wendell Holmes

SCRAMNET site provides easily assessable user reports. These reports give you, the user, a mechanism to measure the success of your business, monitor clients’ compliance, and manage inventory. Several reports summarize (roll up) data to give you a broader view of the information.

All reports in SCRAMNET allow you to modify the results using filters. These filters appear at the top of each report.

![Figure 18: Report Filters](image)

**Call Center**

Several reports are available to the Call Center Supervisor. They include:

- Client Summary for Judge Report
- Call Center Activity Report
- Court Activity Report
- Compliance Summary by Agency Report
- Compliance Summary by Court Report
- Usage by Agency Report
- Usage by Court Report
User Reports

- Usage by Region Report (optional)
- Current Inventory Report
- Equipment by Region Report (optional)
- Equipment by Location Report (optional)
- Equipment by Status Report
- Inventory Tracking Report

Let’s start with the Client Summary for Judge Report.

CLIENT SUMMARY FOR JUDGE REPORT

The Client Summary for Judge Report that appears at the call center level supplies a summarized view of the client’s performance while on the SCRAM Program for the selected time period or date range.

![Client Summary for John Smith](Image)

**Figure 19: Client Summary for Judge Report**

CALL CENTER ACTIVITY REPORT

The Call Center Activity Report, grouped by Agency, displays the number of alerts generated by all of the clients assigned to each agency. For this report, you can use filtering to present a specific time period. The alerts shown include:

- Positives
- Tamper
- Equipment Alerts

![Call Center Activity Report](Image)

**Figure 20: Call Center Activity Report**
COURT ACTIVITY REPORT

The Court Activity Report displays the number of alerts generated by all of the clients associated with each court. Like the Call Center Activity Report, this report breaks down the numbers for the positive, tamper, and equipment alerts.

![Figure 21: Court Activity Report](image)

COMPLIANCE SUMMARY BY AGENCY REPORT

The Compliance Summary by Agency Report supplies the number of confirmed non-compliance events for a given period of time or date range. The report contains a Summary and Details section. The numbers in the Summary section are shown from three views:

- Agency
- Client Type
- Alert Type

![Figure 22: Compliance Summary by Agency Report – Summary](image)
The Details section, grouped by agency, displays the Date/Time, Alert Type, and Status for each alert.

<table>
<thead>
<tr>
<th>Agency</th>
<th>Agent</th>
<th>Client Type</th>
<th>Client</th>
<th>Date/Time</th>
<th>Alert Type</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adams County</td>
<td>Washington, Lisa</td>
<td>Probation</td>
<td>Thompson, Beth</td>
<td>6/3/2003 9:19:00PM</td>
<td>Alcohol Detected</td>
<td>Resolved</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>6/3/2003 11:24:00PM</td>
<td>Potential Removal</td>
<td>Resolved</td>
</tr>
</tbody>
</table>

Figure 23: Compliance Summary by Agency Report – Details

COMPLIANCE SUMMARY BY COURT REPORT

Like the Compliance Summary by Agency Report, the Compliance Summary by Court Report supplies the number of confirmed non-compliance events for a given period of time or date range.

<table>
<thead>
<tr>
<th>Court</th>
<th>Total Clients</th>
<th># of Compliant Clients</th>
<th># of Clients with Confirmed Alerts</th>
<th># of Confirmed Alerts</th>
</tr>
</thead>
<tbody>
<tr>
<td>12th Circuit Court</td>
<td>5</td>
<td>4</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>16th District Court</td>
<td>7</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>17 District DUI Court</td>
<td>6</td>
<td>3</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>Amphoe House</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Figure 24: Compliance Summary by Court Report – Summary

The Details section, grouped by court, displays the Date/Time, Alert Type, and Status for each alert.

<table>
<thead>
<tr>
<th>Court</th>
<th>Client Type</th>
<th>Client</th>
<th>Date/Time</th>
<th>Alert Type</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>12th Circuit Court</td>
<td>Parole</td>
<td>Donald, Tracy</td>
<td>1/31/2004 2:54:00PM</td>
<td>Potential Removal</td>
<td>Resolved</td>
</tr>
<tr>
<td>16th District Court</td>
<td>Parole</td>
<td>Robinson, Joe</td>
<td>1/31/2005 4:54:00PM</td>
<td>Potential Removal</td>
<td>Resolved</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hamilton, Peter</td>
<td>7/1/2006 10:50:00AM</td>
<td>Potential Removal</td>
<td>Resolved</td>
</tr>
</tbody>
</table>

Figure 25: Compliance Summary by Court Report – Details
**USER REPORTS**

**USAGE BY AGENCY REPORT**

The Usage by Agency Report provides a quick view, by agency, of the number of new clients that have begun using the SCRAM System during a specific period of time.

```
<table>
<thead>
<tr>
<th>Agency</th>
<th>Number of New Clients</th>
<th>Number of Clients Added</th>
<th>Number of Clients Removed</th>
<th>Number of Clients at End</th>
<th>Days Assigned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adams County</td>
<td>8</td>
<td>4</td>
<td>4</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>Alamosse Securities</td>
<td>4</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>308</td>
</tr>
<tr>
<td>Baca County</td>
<td>4</td>
<td>3</td>
<td>4</td>
<td>4</td>
<td>100</td>
</tr>
</tbody>
</table>
```

*Figure 26: Usage by Agency Report*

**USAGE BY COURT REPORT**

The Usage by Court Report displays the same type of data as the Usage by Agency Report, only the data is grouped by courts.

```
<table>
<thead>
<tr>
<th>Court</th>
<th>Number of New Clients</th>
<th>Number of Clients Added</th>
<th>Number of Clients Removed</th>
<th>Number of Clients at End</th>
<th>Days Assigned</th>
</tr>
</thead>
<tbody>
<tr>
<td>12th Circuit Court</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>152</td>
</tr>
<tr>
<td>16th District Court</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1,887</td>
</tr>
<tr>
<td>17th District DUI Court</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1,887</td>
</tr>
<tr>
<td>Colon County</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1,887</td>
</tr>
<tr>
<td>Highlands Ranch Municipal Court</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1,887</td>
</tr>
<tr>
<td>Jefferson Parish</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1,887</td>
</tr>
<tr>
<td>Municipal Court</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1,887</td>
</tr>
<tr>
<td>Sanborn County Court</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1,887</td>
</tr>
<tr>
<td>Superior Court</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1,887</td>
</tr>
</tbody>
</table>
```

*Figure 27: Usage by Court Report*

**USAGE BY REGION REPORT (OPTIONAL)**

The Usage by Region Report is only available if your organization has employed a regional program-management structure. This report displays the same type of data as the other two activity reports, only the data is grouped by regions.

```
<table>
<thead>
<tr>
<th>Region Name</th>
<th>Number of New Clients</th>
<th>Number of Clients Added</th>
<th>Number of Clients Removed</th>
<th>Number of Clients at End</th>
<th>Days Assigned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rocky Mountain Region</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>123</td>
</tr>
<tr>
<td>Southeast Region</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>123</td>
</tr>
<tr>
<td>Southwest Region</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>123</td>
</tr>
<tr>
<td>Western Region</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>123</td>
</tr>
</tbody>
</table>
```

*Figure 28: Usage by Region Report*
CURRENT INVENTORY REPORT

The Current Inventory Report sorts your entire inventory by servicing location and status at the time the report is run. For the Assigned to Client and In Service Provider statuses, the inventory count is given by the Operational and Failed conditions.

![Figure 29: Current Inventory Report](image)

EQUIPMENT BY REGION REPORT (OPTIONAL)

If you have implemented a regional program-management structure, the Equipment by Region Report shows you the location of your bracelets and modems.

![Figure 30: Equipment by Region Report](image)
EQUIPMENT BY LOCATION REPORT

For each servicing location in your organization, the Equipment by Location Report provides you with a snapshot of where your bracelets and modems are located. The report can also be used to manage your inventory and ensure that the SCRAM System contains current and accurate information regarding the location of your inventory.

Figure 31: Equipment by Location Report

EQUIPMENT BY STATUS REPORT

Sorted by equipment status, this report provides a unique point-in-time view regarding the number of bracelets and modems:

- Assigned to clients
- Available for assignment
- Being assigned or removed from a client
- Having maintenance being performed by AMS
- Being sent to AMS or back to you
- That are lost

The Equipment by Status Report improves the process of determining future orders, returns, and overall inventory status by listing the current equipment by status.

Figure 32: Equipment by Status Report
INVENTORY TRACKING REPORT

The Inventory Tracking Report is designed to be used as a checklist while conducting a physical inventory and verifying the status of your equipment. You can filter what appears in the report by device type and/or inventory status.

<table>
<thead>
<tr>
<th>Pending Assignment</th>
<th>Accounted For</th>
<th>Comments</th>
<th>Serial Number</th>
<th>Device Type</th>
<th>SP Location</th>
<th>Device Id</th>
<th>FMP Number</th>
<th>Last Status Change</th>
<th>Last Hard Face</th>
<th>Last Clean Date</th>
<th>Last Client</th>
</tr>
</thead>
<tbody>
<tr>
<td>162</td>
<td>--------------</td>
<td>----------</td>
<td>---------------</td>
<td>-------------</td>
<td>-------------</td>
<td>-----------</td>
<td>-------------</td>
<td>-------------------</td>
<td>---------------</td>
<td>----------------</td>
<td>------------</td>
</tr>
<tr>
<td>104</td>
<td>--------------</td>
<td>----------</td>
<td>---------------</td>
<td>-------------</td>
<td>-------------</td>
<td>-----------</td>
<td>-------------</td>
<td>-------------------</td>
<td>---------------</td>
<td>----------------</td>
<td>------------</td>
</tr>
<tr>
<td>150</td>
<td>--------------</td>
<td>----------</td>
<td>---------------</td>
<td>-------------</td>
<td>-------------</td>
<td>-----------</td>
<td>-------------</td>
<td>-------------------</td>
<td>---------------</td>
<td>----------------</td>
<td>------------</td>
</tr>
</tbody>
</table>

Figure 33: Inventory Tracking Report

Court

CLIENT SUMMARY FOR COURT REPORT

The Client Summary for Court Report provides a snapshot of the client’s SCRAM Program history for the specified time period. This report provides the:

- Date that the client was assigned to SCRAM
- Number of days on the program
- Number of days since the last confirmed event – alcohol consumption or tamper

The Client Summary for Court Report allows the viewer to quickly review each client’s compliance while on the SCRAM Program.

<table>
<thead>
<tr>
<th>Name</th>
<th>Date Initially Assigned</th>
<th>Days Monitored</th>
<th>Last Confirmed Alert Date</th>
<th>Days Last Reported</th>
<th>Positives</th>
<th>Tamper</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black, Phil</td>
<td>06/16/2006</td>
<td>45</td>
<td>06/16/2006</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Hamilton, Peter</td>
<td>07/04/2003</td>
<td>5</td>
<td>07/04/2003</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Harris, Tom</td>
<td>11/12/2005</td>
<td>115</td>
<td>08/04/2005</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Johnson, Steve</td>
<td>11/12/2004</td>
<td>110</td>
<td>08/04/2005</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Robinson, Joe</td>
<td>11/03/2005</td>
<td>7</td>
<td>11/03/2005</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

Figure 34: Client Summary for Court Report
Judge

CLIENT SUMMARY FOR JUDGE REPORT

SCRAMNET contains one report for use by a judge. This report, titled “Client Summary for Judge Report”, supplies a summarized view of the client’s performance while on the SCRAM Program for the selected time period.

<table>
<thead>
<tr>
<th>Name</th>
<th>Date Initially Activated</th>
<th>Days Monitored</th>
<th>Last Confirmed Alert Date</th>
<th>Days Last Reported</th>
<th>Confirmed Alerts</th>
<th>Total Conf. Alerts On Program to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hamilton, Peter</td>
<td>07/02/2003</td>
<td>5</td>
<td>07/02/2003</td>
<td>04/04/2005</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Harris, Tim</td>
<td>11/12/2004</td>
<td>0</td>
<td>12/11/2004</td>
<td>06/06/2005</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Robinson, Joe</td>
<td>11/15/2005</td>
<td>7</td>
<td>11/01/2005</td>
<td>11/10/2005</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>

**Figure 35: Client Summary for Judge Report**

Region

USAGE BY LOCATION REPORT

A SCRAM Program Manager can use information in the Usage by Location Report to evaluate if this program is being utilized as a viable sanction and to evaluate the growing usage of the program for monitoring their clients.

<table>
<thead>
<tr>
<th>SP Location</th>
<th>Number of Clients at Start</th>
<th>Number of Clients Added</th>
<th>Number of Clients Removed</th>
<th>Number of Clients at End</th>
<th>Days Assigned</th>
</tr>
</thead>
<tbody>
<tr>
<td>County Court House</td>
<td>0</td>
<td>4</td>
<td>3</td>
<td>1</td>
<td>94</td>
</tr>
<tr>
<td>South Office</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>0</strong></td>
<td><strong>4</strong></td>
<td><strong>3</strong></td>
<td><strong>1</strong></td>
<td><strong>94</strong></td>
</tr>
</tbody>
</table>

**Figure 36: Usage by Location Report**

Agency

At the Agency level, four reports are available to facilitate your day-to-day activities. They are:

- Client Summary for Agency
- Compliance Summary for Agency
- Usage by Agent
- Agency Activity

The Client Summary for Agency Report is discussed first.
CLIENT SUMMARY FOR AGENCY REPORT

The Client Summary for Agency Report lists all clients in the agency, and the court and judge in which each is associated for a selected time period or date range. In addition, Positive and Tamper alerts, as well as relevant dates, are shown.

![Figure 37: Client Summary for Agency Report](image)

COMPLIANCE SUMMARY BY AGENT REPORT

The Compliance Summary By Agent Report supplies the number of confirmed non-compliance events for a given period of time or date range. The report contains a Summary and Details section. The numbers in the Summary section are shown from three views.

Like the Compliance Summary for Agency Report, the Compliance Summary by Agent Report contains a Summary and Details section. The Summary section displays the number of clients with confirmed non-compliance events and the number of confirmed non-compliance events associated with those clients for a given period of time.

![Figure 38: Compliance Summary by Agent Report – Summary](image)
The Details section, grouped by agency, displays the Date/Time, Alert Type, and Status for each alert.

<table>
<thead>
<tr>
<th>Agent:</th>
<th>Washington, Lisa</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client Type:</td>
<td>Probation</td>
</tr>
<tr>
<td>Client:</td>
<td>Thompson, Beth</td>
</tr>
<tr>
<td>Date/Time</td>
<td>Alert Type</td>
</tr>
<tr>
<td>08/03/2003</td>
<td>Alcohol Detected</td>
</tr>
<tr>
<td>09/03/2003</td>
<td>Potential Removal</td>
</tr>
<tr>
<td></td>
<td>Status</td>
</tr>
<tr>
<td></td>
<td>Resolved</td>
</tr>
</tbody>
</table>

Figure 39: Compliance Summary by Agent Report – Details

**USAGE BY AGENT REPORT**

The Usage by Agent Report, at the agency level, rolls up the number of clients started, added, inactivated, and ended for each agent in that agency.

<table>
<thead>
<tr>
<th>Agent Name</th>
<th>Number of Clients at Start</th>
<th>Number of Clients Added</th>
<th>Number of Clients Removed</th>
<th>Number of Clients at End</th>
<th>Days Assigned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barnes, Greg</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Perez, Martha</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Schilling, Paul</td>
<td>0</td>
<td>5</td>
<td>5</td>
<td>0</td>
<td>54</td>
</tr>
<tr>
<td>Washington, Lisa</td>
<td>0</td>
<td>5</td>
<td>4</td>
<td>1</td>
<td>34,652</td>
</tr>
<tr>
<td><strong>Totals:</strong></td>
<td><strong>0</strong></td>
<td><strong>10</strong></td>
<td><strong>9</strong></td>
<td><strong>1</strong></td>
<td><strong>34,706</strong></td>
</tr>
</tbody>
</table>

Figure 40: Usage by Agent for Agency Report
AGENCY ACTIVITY REPORT

The Agency Activity Report, grouped by Agent Supervisor, displays the number of alerts generated by all of the clients assigned to an agent. The numbers recorded include:

- **Existing** – Alerts that were generated prior to the defined time period and were still unresolved at the end of the defined time period.
- **Received** – Alerts that were generated during the defined time period.
- **Resolved** – Alerts that were resolved during the defined time period.
- **Unresolved** – Existing and received alerts that were unresolved at the end of the defined time period.

### Figure 41: Agency Activity for Adams County

<table>
<thead>
<tr>
<th>Agent Supervisor</th>
<th>Existing Alerts</th>
<th>Received Alerts</th>
<th>Resolved Alerts</th>
<th>Unresolved Alerts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barnes, Greg</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Washington, Lisa</td>
<td>13</td>
<td>13</td>
<td>13</td>
<td>0</td>
</tr>
<tr>
<td>Positives:</td>
<td>0</td>
<td>13</td>
<td>13</td>
<td>0</td>
</tr>
<tr>
<td>Tampers:</td>
<td>0</td>
<td>109</td>
<td>109</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Alerts:</td>
<td>0</td>
<td>11</td>
<td>11</td>
<td>0</td>
</tr>
<tr>
<td>Washington, Lisa Totals:</td>
<td>0</td>
<td>133</td>
<td>133</td>
<td>0</td>
</tr>
<tr>
<td>Schilling, Paul</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

### Agent Supervisor

Two reports are available to Agent Supervisors. They include:

- **Client Summary for Agent**
- **Usage by Agent**

Each report is discussed separately.
CLIENT SUMMARY FOR AGENT SUPERVISOR REPORT

The Client Summary for Agent Report lists client details for all agents in the agency. Like the Client Summary for Agency Report, Positive and Tamper alerts, as well as relevant dates, are shown.

<table>
<thead>
<tr>
<th>Name</th>
<th>Customer</th>
<th>Court</th>
<th>Judge</th>
<th>Days Since Last Confirmed</th>
<th>Days Last Confirmed</th>
<th>Days Last Updated</th>
<th>Days Confirmed</th>
<th>Days Tampered</th>
<th>Total Confirmed</th>
<th>Days Assigned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jay, Steve</td>
<td>0</td>
<td>06/20/2005</td>
<td>30</td>
<td>05/16/2003</td>
<td>05/16/2003</td>
<td>05/20/2003</td>
<td>05/20/2003</td>
<td>05/20/2003</td>
<td>05/20/2003</td>
<td>05/20/2003</td>
</tr>
<tr>
<td>Grant, James</td>
<td>0</td>
<td>06/20/2005</td>
<td>27</td>
<td>05/16/2003</td>
<td>05/16/2003</td>
<td>05/20/2003</td>
<td>05/20/2003</td>
<td>05/20/2003</td>
<td>05/20/2003</td>
<td>05/20/2003</td>
</tr>
<tr>
<td>Hamilton, Peter</td>
<td>0</td>
<td>06/20/2005</td>
<td>30</td>
<td>05/16/2003</td>
<td>05/16/2003</td>
<td>05/20/2003</td>
<td>05/20/2003</td>
<td>05/20/2003</td>
<td>05/20/2003</td>
<td>05/20/2003</td>
</tr>
<tr>
<td>Parker, Matt</td>
<td>0</td>
<td>06/18/2005</td>
<td>14</td>
<td>05/16/2003</td>
<td>05/16/2003</td>
<td>05/20/2003</td>
<td>05/20/2003</td>
<td>05/20/2003</td>
<td>05/20/2003</td>
<td>05/20/2003</td>
</tr>
<tr>
<td>Sonn, Joseph</td>
<td>0</td>
<td>06/18/2005</td>
<td>8</td>
<td>06/16/2003</td>
<td>06/16/2003</td>
<td>06/20/2003</td>
<td>06/20/2003</td>
<td>06/20/2003</td>
<td>06/20/2003</td>
<td>06/20/2003</td>
</tr>
<tr>
<td>Thompson, Fred</td>
<td>0</td>
<td>06/20/2005</td>
<td>2</td>
<td>05/31/2003</td>
<td>05/31/2003</td>
<td>05/31/2003</td>
<td>05/31/2003</td>
<td>05/31/2003</td>
<td>05/31/2003</td>
<td>05/31/2003</td>
</tr>
</tbody>
</table>

Figure 42: Client Summary for Agent Supervisor Report

USAGE BY AGENT REPORT

The Usage by Agent Report, at the Agent Supervisor level, rolls up the number of clients started, added, inactivated, and ended for each agent that reports to that Agent Supervisor.

<table>
<thead>
<tr>
<th>Agent Name</th>
<th>Number of Clients at Start</th>
<th>Number of Clients Added</th>
<th>Number of Clients Removed</th>
<th>Number of Clients at End</th>
<th>Days Assigned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Washington, Lisa</td>
<td>0</td>
<td>5</td>
<td>4</td>
<td>1</td>
<td>34,552</td>
</tr>
</tbody>
</table>

Totals: 0 5 4 1 34,552

Figure 43: Usage by Agent Report
Agent

CLIENT SUMMARY FOR AGENT REPORT

The Client Summary for Agent Report lists details for all clients assigned to the agent.

<table>
<thead>
<tr>
<th>Name</th>
<th>Court</th>
<th>Judge</th>
<th>Date Initially Assessed</th>
<th>Days Monitored</th>
<th>Days Last Confirmed</th>
<th>Days Last Reported</th>
<th>Confirmed Alerts</th>
<th>Total Conf Alerts by Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Krist, Steve</td>
<td>8/28/2003</td>
<td>11:10PM</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grant, James</td>
<td>7/17/2003</td>
<td>9:05PM</td>
<td>27</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jackson, Peter</td>
<td>7/8/2003</td>
<td>4:59PM</td>
<td>4</td>
<td>7/14/2000</td>
<td>11:05AM</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Baker, Tom</td>
<td>4/11/2003</td>
<td>3:08PM</td>
<td>9</td>
<td>4/18/2003</td>
<td>8:30AM</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Jackson, Sam</td>
<td>4/18/2003</td>
<td>2:25PM</td>
<td>14</td>
<td>9/20/2003</td>
<td>9:21AM</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Smith, John</td>
<td>8/20/2003</td>
<td>11:47PM</td>
<td>7</td>
<td>8/20/2003</td>
<td>11:29PM</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

Grand Totals: 0 0 0

Valid Complaint Clients for Period: 7

Figure 44: Client Summary for Agent Report

Client

Three client reports are available on SCRAMNET, all are assessable from the Alert Management Console. Each report is discussed separately.

CLIENT DETAILS REPORT

The Client Details Report displays specific information for a single client. This report is highly configurable using search filters.

Figure 45: Client Details Report
NON-COMPLIANCE REPORT

As mentioned previously, a Non-Compliance Report combines all collected data related to an alcohol or tamper event.

Figure 46: Non-Compliance Report
CLIENT COMPLIANCE REPORT

The Client Compliance Report is generated as an MSWord document. Generating the report in this way allows you to modify content and add comments.

Activity Report for William Franklin

<table>
<thead>
<tr>
<th>CLIENT</th>
<th>SUPERVISING AUTHORITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>William Franklin</td>
<td>Minnesota Monitoring Services</td>
</tr>
<tr>
<td></td>
<td>Marvin O’Neill</td>
</tr>
</tbody>
</table>

| Date On Program: | 01/17/2006 |
| Expected Date Off Program: |
| Days Monitored: | 9 |

<table>
<thead>
<tr>
<th>ASSIGNED EQUIPMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Device Type</td>
</tr>
<tr>
<td>SCRAM Monitor</td>
</tr>
<tr>
<td>SCRAM Bracelet</td>
</tr>
</tbody>
</table>

Prepared: January 27, 2000

William Franklin was placed on the SCRAM program on January 17, 2006 at 2:51 PM and continues to be monitored under the SCRAM program as of the date of this report. This report has been prepared for the above stated period.

The SCRAM system detected no alcohol consumption events and no tamper events for the reporting period.

Additional Comments:

Figure 47: Client Compliance Report - Page 1
MONTHLY DEVICE ASSIGNMENTS REPORT

The Monthly Device Assignments Report, which will be available at the end of each month, provides you with the level of detail necessary to reconcile the daily numbers that appear in the service-billing invoice that you receive each month from AMS with the actual clients by agency assigned.

Note: Contact AMS Customer Services if you wish to contest any data in the Monthly Device Assignments Report.

The Monthly Device Assignments Report provides you with the following information for each client that has a SCRAM Bracelet assigned for all or part of the month:

- Agency in which client is assigned
- Client name
- Bracelet serial number
- Checkout Date – Date SCRAM equipment assigned to client
- Check in Date – Date SCRAM equipment removed from client
- Days Assigned for Month

**Figure 49: Monthly Device Assignments Report**

To access a report, click the Inventory link then click the Billing tab. You can now click the link (example: [your company]-200605.pdf) for the month that you wish to view. A Monthly Device Assignments Report is available for each month of the year.

**Note:** The check out and check in dates are always shown in Mountain Standard Time (MST).

If you are utilizing the regional/service location concept, a Monthly Device Assignments by Region Report (example: [your company]-ByRegion-200605.pdf) and a Monthly Device Assignments by Location Report (example: [your company]-ByLocation-200605.pdf) are also available. The data in the report are identical to the information in the standard Monthly Device Assignments Report; it’s simply sorted differently.
**Importing xml into an MSExcel Spreadsheet**

An .xml file containing all of the data in the Monthly Device Bracelet Assignments Report is provided if you want to import that data into MSExcel. To import the data, access the Billing panel and perform the following steps:

1. Save .xml file to your desktop.
   a. Right-click the link for the .xml file that you want to import.
   b. Select the **Save Target As…** option.
   c. Click the arrow to the right of the **Save in:** drop-down list and select your desktop.
   d. Click the **Save** button.

2. Import .xml file.
   a. Open MSExcel.
   b. Select the **Data/Import External Data/Import Data** menu option.
   c. Click the arrow to the right of the **Look in:** drop-down list and locate the .xml file on your desktop.
   d. Select the .xml file and click the **Open** button.
   e. In the **Import Data** pop-up box, click the **OK** button.

Refer to the SCRAM Monthly Billing Worksheet section on page 110 to view an illustration of the data once its imported into an MSExcel worksheet.
DAILY BILLING ASSIGNMENT REPORT

The Daily Billing Assignment Report provides a running count of the number of bracelets assigned for any given day during the current month. At the end of each month, this report is regenerated as the Monthly Device Assignments Report.

Figure 50: Daily Billing Assignment Report

EQUIPMENT DAMAGE SUMMARY REPORT

If, while AMS is performing a physical inspection of your returned equipment, it is noticed that the equipment has been damaged, AMS will include an Equipment Damage Summary Report with your monthly invoice. This report lists each bracelet that you have returned in the last month found to have been damaged by the client in some way. The Equipment Damage Summary Report is a valuable tool in becoming aware of the percentage of bracelets that are being damaged by clients.

Figure 51: Billable Damage Summary Report
AMS INSPECTION REPORT

If you choose to recoup the replacement cost from a client who damaged a bracelet, AMS can provide a more detailed report of the specific damage noted in the physical inspection for that particular bracelet.

Figure 52: AMS Inspection Report
“The fragrance always remains…”

“…on the hand that gives the rose.”

Gandhi
Customer

AGENCY COMPLIANCE POLICY

The Agency Compliance Policy Form states the situations in which the service provider or agency contacts:

- The client
- The client’s agent

<table>
<thead>
<tr>
<th>Agency Compliance Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information for the agent while their client is on the SCRAM Program . . .</td>
</tr>
<tr>
<td>- Obstruction Violation</td>
</tr>
<tr>
<td>- First Time</td>
</tr>
<tr>
<td>- The service provider phones the client and asks them to bring in the modem to perform an observed IR reading and review the data with client, showing good pattern vs. bad pattern.</td>
</tr>
<tr>
<td>- Second Time</td>
</tr>
<tr>
<td>- The service provider will notify the agent by phone and/or e-mail and a Violation Report of the first and second violation will be faxed and/or e-mailed.</td>
</tr>
<tr>
<td>- If the client continues to obstruct, the service provider will notify the agent by phone and/or e-mail and a Violation Report will be faxed and/or e-mailed.</td>
</tr>
<tr>
<td>- Drinking Violation</td>
</tr>
<tr>
<td>- The first time consumption is confirmed, the service provider will notify the agent by phone and/or e-mail and fax and/or e-mail them the Violation Report.</td>
</tr>
<tr>
<td>- The service provider will contact the agent when:</td>
</tr>
<tr>
<td>- The client has fallen more than 14 days behind with payment plan.</td>
</tr>
<tr>
<td>- The client will not return the service provider’s phone calls.</td>
</tr>
<tr>
<td>- When the service provider fails to receive communication from the client’s bracelet and/or modem for more than seven days.</td>
</tr>
<tr>
<td>- The client has missed an appointment time with the service provider.</td>
</tr>
<tr>
<td>- The client has completed the SCRAM Program.</td>
</tr>
</tbody>
</table>

Figure 53: Agency Compliance Policy
**SCRAM CLIENT POLICY**

Give the SCRAM Client Policy Form to the client prior to the installation appointment. The form contains all the information that the client must be aware of while enrolled in the SCRAM Program.

<table>
<thead>
<tr>
<th>SCRAM Client Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Information for the client prior to SCRAM Installation...</strong></td>
</tr>
<tr>
<td><strong>Installation Appointment</strong></td>
</tr>
<tr>
<td>You must contact the service provider/agency within 24 hours to set a date and time for the installation of a SCRAM bracelet. You are responsible for setting up the installation appointment. Contact your agent to schedule an installation appointment.</td>
</tr>
<tr>
<td><strong>Fees</strong></td>
</tr>
<tr>
<td>Does for the SCRAM Program include the installation fee and the daily fee, which are defined by the service provider/agency.</td>
</tr>
<tr>
<td>On the date and time set for the bracelet installation, you must bring:</td>
</tr>
<tr>
<td>- Installation fee</td>
</tr>
<tr>
<td>- Your Directive</td>
</tr>
<tr>
<td>- Picture ID</td>
</tr>
<tr>
<td><strong>SCRAM Bracelet</strong></td>
</tr>
<tr>
<td>The SCRAM Bracelet fits around your ankle, is worn 24/7, and tests for alcohol every hour.</td>
</tr>
<tr>
<td><strong>SCRAM Modem</strong></td>
</tr>
<tr>
<td>Plug the modem into a phone line and ensure that you are within the modem’s range (30 feet) for 30 minutes everyday. The modem does not affect your phone’s operation.</td>
</tr>
<tr>
<td>You have three options for using the modem:</td>
</tr>
<tr>
<td>- Have an analog telephone line in your home</td>
</tr>
<tr>
<td>- Be able to plug the modem into an analog phone line at a remote location at the designated communication times</td>
</tr>
<tr>
<td>- Go to your service provider’s office to use their analog phone line</td>
</tr>
<tr>
<td><strong>Information for the client while on the SCRAM Program...</strong></td>
</tr>
<tr>
<td><strong>Equipment Maintenance</strong></td>
</tr>
<tr>
<td>Your agent may require that you come into your service provider’s office for bracelet or modem maintenance. If the bracelet or modem malfunctions, you will be contacted to schedule an appointment.</td>
</tr>
<tr>
<td><strong>Personal Hygiene</strong></td>
</tr>
<tr>
<td>The following restrictions are strictly enforced:</td>
</tr>
<tr>
<td>- No swimming or submerging in liquid</td>
</tr>
<tr>
<td>- Showers are the only permitted bathing method</td>
</tr>
<tr>
<td>If SCRAM becomes damaged, you will be held responsible for the cost of the damage or the equipment.</td>
</tr>
</tbody>
</table>

*Figure 54: SCRAM Client Policy – Page 1*
Alcohol-Based Products
You cannot use or be around products that contain alcohol. The list of products includes but is not limited to:

- Lotion
- Cologne
- Hair spray
- Cleaning products
- Bug spray
- Gasoline
- Lysol
- As further stipulated by supervisory authority

Violations
Client actions resulting in a violation:

- Alcohol consumption
- Tampering with the bracelet
- Missing your communication times
- Not keeping up with your payment plan
- No call/no show for a scheduled appointment

SCRAM Program Completion
This will be determined based upon court directive and compliance.
SCRAM REFERRAL DIRECTIVE

The SCRAM Referral Directive Form can be used by a court to refer an offender to the SCRAM Program.

---

**Figure 56: SCRAM Referral Directive**

---

**SCRAM Referral**

**DATE OF REFERRAL:**

**AGENCY INFO**

**REFFERING AGENCY:**

**REFFERING OFFICER:**

**OFFICER CONTACT INFO:**

**E-MAIL:**

**PREFERRED METHOD OF NOTIFICATION:**

---

**CLIENT DATA**

**OFFENDER’S NAME:**

**CASE NUMBER:**

**ADDRESS:**

**CITY:**

**STATE:**

**ZIP:**

**PHONE:**

**D.O.B:**

**SEX:**

**RACE:**

**EDUCATION LEVEL:**

**PREFERRED LANGUAGE:**

**OCCUPATION:**

**HOURLY WAGE:**

**EMPLOYMENT INFO:**

---

**CRIMINAL BACKGROUND**

**CURRENT CHARGES:**

**PRIOR ARRESTS:**

**PRIOR CONVICTIONS:**

**TERM OF PROBATION / PAROLE:**

**STATUS OF DRIVER’S LICENSE:**

**VALID**

**SUSPENDED**

**REVOKED**

---

**SCRAM CONDITIONS**

**CLIENT TO BEGIN SCRAM MONITORING BY:**

**LENGTH OF PROGRAM:**

**TOTAL DAYS TO COMPLETE:**

**OTHER CONDITIONS:**
SCRAM PROGRAM PARTICIPANT AGREEMENT

The Participant Agreement is a contractual document between the client and supervising authority. The document describes the daily costs, replacement costs, the scheduled reporting time, as well as a comprehensive list of “do’s” and “don’ts”. For your convenience, SCRAMNET pre-populates the participant name, agency, agent name, date placed on program, equipment assigned (by serial number), and reporting time so you can easily print the agreement to review with the client.

![SCRAM Program Participant Agreement](image)

Figure 57: SCRAM Program Participant Agreement – Page 1
SCRAM Program Participant Agreement

As a condition to being allowed to participate in the Program, if required, I agree to pay these costs. And, I agree to allow authorized personnel to inspect and maintain the SCRAM Bracelet and SCRAM Modem.

While Participating in the Program, I agree to wear a non-removable SCRAM Bracelet that will be attached by my agent, officer or other authorized agency personnel. I agree not to remove, tamper with, or place any obstruction material between the SCRAM Bracelet and my leg. Only in an emergency or with the prior permission of my officer or agent will I remove the SCRAM Bracelet. I also agree not to move, disconnect, or tamper with the SCRAM Modem without the prior approval of my agent.

WARNING: If I experience a burning sensation, rash on my skin or any other apparent health risk from the bracelet, I will contact my agent immediately. If I must remove the SCRAM Bracelet for health risks, I will cut the front bracelet strap.

I agree to maintain an analog telephone line and electrical service in my residence at my own expense. I agree that I will not make any changes in the telephone equipment or services at my residence without prior approval of my agent. If notified by my agent or officer, I agree to remove any telephone features or functions that interfere with normal operation of the SCRAM Modem. I agree to provide copies of my monthly telephone and electric bill when requested by my agent or officer.

I understand that my officer or agent will use telephone calls, the SCRAM equipment, and personal visits to monitor my compliance with this Agreement. Therefore, when I am at home, I agree to promptly answer my telephone or door. I further understand and agree that all telephone calls from my officer or agent to my residence may be tape-recorded.

Reporting Schedule: I understand that my SCRAM equipment reporting times are as follows:

Reporting Time 1: Monday by 11:59 PM
Reporting Time 2: Wednesday by 11:59 PM
Reporting Time 3: Friday by 11:59 PM

I agree to be physically in range of my SCRAM Modem for 15 minutes prior to each of the above designated reporting times. I will not leave SCRAM Modem range while the green light is blinking. SCRAM Modem range is within the same room as the SCRAM Modem or within 30 feet of the SCRAM Modem.

If I experience problems with the SCRAM Bracelet or SCRAM Modem, or if I lose electrical power at my residence, I agree to call my agent immediately. If I am unable to speak to my agent in person, or during non-business hours, I agree to call my agent and leave a message on their answering machine including my name, the date, the time, and the nature of my problem. If there has been a power problem, I agree that I will call and leave another message when the power is restored. I also agree to notify my agent of any problems with my telephone service as soon as I am able to do so.
I understand that as a participant in the Program that I am to abstain from any and all alcohol consumption and to avoid the use of products containing alcohol and to avoid certain restricted activities, as described as follows:

**Banned Products:**
I understand that I am not to use or possess any product containing alcohol, including, but not limited to: mouthwash, medicinal alcohol, household cleaners and disinfectants, lotions, body washes, perfumes, colognes, or other hygiene products that contain alcohol. No products other than soap and water should be used on the skin around the bracelet.

**Tampering:**
I understand that the use of banned products or any topical application of a product near the SCRAM Bracelet in an attempt to tamper with or alter its readings will be considered a violation of this Agreement.

**Swimming & Bathing:**
I understand that I am not to submerge the SCRAM Bracelet in water. Showers are the only permitted bathing method. I understand that if I submerge the SCRAM bracelet in water it will be treated as an ‘attempt to defeat’ and will be handled in the same manner as a tamper or obstruction. I understand that I will be held liable for any damages caused by submerging or damaging the SCRAM Bracelet as well as for additional hook up fees when new equipment is required due to intentional damage.

**Personal Hygiene:**
I agree that when showering, I will thoroughly clean the area around the bracelet with soap and water. I will thoroughly rinse with clean water and dry underneath the SCRAM Bracelet. I understand that failure to wash all soap and dry the area around the bracelet may result in a mild skin rash.

**Current Health Status or Pre-existing Medical Conditions:**
I agree that I will reveal my current health status to my officer or agent and also notify them of any pre-existing medical conditions that I am aware of such as pregnancy, diabetes or any type of known skin disorder or condition.

I acknowledge that I have received a copy of this Agreement and that it has been explained to me before signing. I understand that I must comply with the requirements of this Agreement until notified otherwise by my probation officer or pretrial services agent. I agree to call any officer or agent immediately if I have any questions about this Agreement or if I experience any problems with the SCRAM Bracelet or SCRAM Modem. I further understand that any violation of this Agreement will constitute a violation of the Program and may cause immediate adverse legal action to be taken against me.

Participant ____________________________ Date ____________________________

Field Representative/Witness ____________________________ Title ____________________________ Date ____________________________

---

Figure 59: SCRAM Program Participant Agreement – Page 3
Agent

SCRAM BRACELET DISINFECTING KIT INSTRUCTIONS

These instructions describe how the bracelet should be cleaned upon removal from the client.

Figure 60: SCRAM Bracelet Disinfecting Kit Instructions
MANUAL DATA UPLOAD

What you will need:

- The modem assigned by the operator (including power supply and phone cable)

1. Plug In Modem

To plug in the modem:

a. Plug a telephone line into either telephone jack on the modem using a dedicated analog line.

b. Plug the power cord into the modem and into an electrical outlet.

![](image)

SCRAM Modem

In 30 seconds, the red and green lights on the modem begin to blink alternately, indicating that the modem is communicating with the network.

2. Wake Up Bracelet

When the red and green lights turn off, wake up the SCRAM Bracelet.

To wake up the bracelet:

a. Momentarily place the magnet on the top right side of the bracelet.

![](image)

Placing Magnet on Bracelet

In approximately 15 seconds, the bracelet pump will run—indicated by a buzz.

In approximately 30 seconds, the solid red light on the modem will turn on. This indicates that the modem and the bracelet are communicating.

After a maximum of 45 seconds, the solid red light turns off.

3. Unplug and Re-plug In Modem

a. After ten seconds, unplug the power cord and phone line, wait three seconds, and plug the power cord and phone cord back into the modem.

In 30 seconds, the red and green lights on the modem begin to blink alternately.

After approximately 2 minutes, the red and green lights will turn off.

Figure 61: SCRAM Bracelet Manual Upload Instructions
Implementation

NEW CUSTOMER WEB SETUP FORM

Your AMS Sales Representative will work with you to complete the New Customer Web Setup Form. The completed form is then forwarded to the AMS IT department to set up your customized SCRAMNET site.

New Customer Setup Form

* - To be completed by the AMS Sales Rep, asterisk indicates fundamental information to be gathered.
1 - To be completed by AMS Internal

Sales Representative: ________________________________

*Company Information

Company Name: ________________________________
Contact: __________________ E-mail: __________________
Phone: __________________ Fax: __________________
Address: __________________ City: __________________ State: __________________ Zip Code: __________________
Time Zone: __________________ Daylight Savings: Yes No

1 - Customer Support - CSM Assignment

CSM: ________________________________ Date: __________________

1 - Extranet User/Pass Created

User: __________________ Pass: __________________
1 - Created By: __________________ Date: __________________

*IT Department - Web Site

Desired URL: ________________ Desired Date Available: ________________
1 - Setup By: __________________ Date: __________________

*Billing - Contact and Terms

Accounts Payable Contact: __________________ E-mail: __________________
Phone: __________________
Payment Terms Equipment: __________________
Payment Terms Service: __________________
Tax Exemption: Yes No If Yes, Tax Certificate must be attached
1 - Input By: __________________ Date: __________________

*Customer Support - Technical Contact Information

Contact: __________________ Position: __________________
E-mail: __________________ Phone: __________________ Fax: __________________
Contact: __________________ Position: __________________
E-mail: __________________ Phone: __________________ Fax: __________________
Contact: __________________ Position: __________________
E-mail: __________________ Phone: __________________ Fax: __________________
1 - Added By: __________________ Date: __________________

*Inventory - Shipping Details

Inventory Manager: __________________
Phone: __________________ E-mail: __________________
Ship to Address: __________________
City: __________________ State: __________________ Zip Code: __________________
1 - Input By: __________________ Date: __________________

Figure 62: New Customer Web Setup Form
CUSTOMER EQUIPMENT ORDER FORM

Complete the Customer Equipment Order Form when you are ready to assign equipment to clients. The order form is located on the AMS Extranet in the Business Forms section. You can e-mail the order form if it is a leased order and no signature is required. Otherwise, fax a signed copy.

Figure 63: Customer Equipment Order Form
**SCRAM PAYMENT HISTORY WORKSHEET FORM**

The SCRAM Payment History Worksheet Form can be used to track a client’s payments made while on the SCRAM Program.

<table>
<thead>
<tr>
<th>Date</th>
<th>Payment</th>
<th>Due</th>
<th>Next Appointment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Comments**

**Violations**

Figure 64: SCRAM Payment History Worksheet Form
SCRAM MONTHLY BILLING WORKSHEET

The Monthly Billing Worksheet shown below illustrates the type of information that is imported into an MSExcel spreadsheet. The data, which matches the information in the Monthly Device Assignments Report, can be used as the beginning of a custom billing worksheet to track the billing information for your clients, thus aligning the number of days you are being billed by AMS with your monthly billing.

Refer to the “Importing xml into an MSExcel Spreadsheet” procedures on page 93 to view the steps performed to generate this spreadsheet.

<table>
<thead>
<tr>
<th>Agency</th>
<th>AssignDays</th>
<th>JudgeName</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bracelet</td>
<td>Region</td>
<td>CaseNumber</td>
</tr>
<tr>
<td>ClientName</td>
<td>CourtID</td>
<td>ServiceProviderName</td>
</tr>
<tr>
<td>CourtName</td>
<td>CourtShortName</td>
<td>DateCheckin</td>
</tr>
<tr>
<td>DateCheckout</td>
<td>DeviceAssignmentID</td>
<td>Location</td>
</tr>
<tr>
<td>DeviceType</td>
<td>JudgeID</td>
<td>RegionName</td>
</tr>
</tbody>
</table>

**Figure 65: Monthly Billing Worksheet**

**Note:** Because of space restrictions, not all columns are displayed in the image below. The actual spreadsheet contains 24 columns of billing information when the data importation is complete. Examples of the data available are:
Post Enrollment

OFFENDER FEEDBACK FORM

The Offender Feedback Form can be a useful tool for gathering information regarding a client’s experience with wearing the bracelet while enrolled in the SCRAM Program.

SCRAM System Feedback Form

Your Name: __________________________

Would you be willing to briefly discuss your SCRAM System experience? Yes ☐ No ☐

If yes, please include a telephone number at which you can be reached, and a time of day that would be most convenient for you.

Phone number: __________________________ Time of day: __________________________

Please take a moment to record your thoughts, feelings, and experiences you have had using the SCRAM System. We value your suggestions, as we are continually improving the SCRAM System usability. Use the following scale to indicate your responses as you read the statements below:

<table>
<thead>
<tr>
<th>Score</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Strongly agree</td>
</tr>
<tr>
<td>4</td>
<td>Somewhat agree</td>
</tr>
<tr>
<td>3</td>
<td>Agree</td>
</tr>
<tr>
<td>2</td>
<td>Somewhat disagree</td>
</tr>
<tr>
<td>1</td>
<td>Strongly disagree</td>
</tr>
</tbody>
</table>

The SCRAM Bracelet

The SCRAM Bracelet is easy to wear while performing my daily activities. ______

Comments:

The SCRAM Modem

Setting up the SCRAM Modem in my home was a simple process. ______

Comments:
The SCRAM Modem Setup instructions, which outline the setup process, served as a valuable reference tool while installing the SCRAM Modem.

Comments:

Additional comments or suggestions for improvement:

SCRAM System Overall Rating

The SCRAM System acts as a positive deterrent for alcohol consumption.

Comments:

The SCRAM System is convenient, compared to other forms of alcohol monitoring.

Comments:

Additional comments or suggestions for improvement:

Thank you for your participation! Please write additional comments on the back of this page.
Appendix A – Alerts/Program Non-Compliance Model

The following table provides guidance on what steps to take when a client has a first, second, and third event for the various types of offenses.

*Decisions about how to proceed depend upon the length of time between the events, the resolution of the earlier events and whether there are other possible non-compliance events prior to or concurrently with the event in question.

<table>
<thead>
<tr>
<th>Type of Alert/Non-Compliance</th>
<th>First Event</th>
<th>Second Event*</th>
<th>Third Event*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive Alcohol Detection</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data Shows Topical Use</td>
<td>1. Operator calls client to determine problem</td>
<td>1. Operator calls client to determine problem</td>
<td>1. Client instructed to come into office same day, with equipment</td>
</tr>
<tr>
<td></td>
<td>2. Client warned of possible non-compliance event</td>
<td>2. Client directed to download same day</td>
<td>2. Client advised that services are being terminated</td>
</tr>
<tr>
<td></td>
<td>3. Information included in daily report to District Attorney (DA)</td>
<td>3. Client warned of possible non-compliance event</td>
<td>3. Notice to DA of repeated non-compliance events and that services have been terminated</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Below .02 TAC</td>
<td>1. Operator calls client to advise that alcohol detected and to warn client of possible non-compliance event</td>
<td>1. DA advised immediately</td>
<td>1. DA advised immediately</td>
</tr>
<tr>
<td></td>
<td>2. DA notified immediately</td>
<td>2. Client contacted as directed by DA</td>
<td>2. Client contact as directed by DA</td>
</tr>
<tr>
<td></td>
<td>3. Confirmation report sent to DA, upon receipt</td>
<td>3. Confirmation report sent to DA, upon receipt</td>
<td>3. Confirmation report sent to DA, upon receipt</td>
</tr>
<tr>
<td>Between .02 and .08 TAC</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Above .08 TAC</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Type of Alert/Non-Compliance</td>
<td>First Event</td>
<td>Second Event*</td>
<td>Third Event*</td>
</tr>
<tr>
<td>------------------------------</td>
<td>------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Tamper/Obstruction</strong></td>
<td>(IR and Temp readings show object placed between leg and bracelet)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Client directed to download same day</td>
<td>2. Client directed to download same day</td>
<td>2. Client directed to download within four hours or to report to Operator to download</td>
</tr>
<tr>
<td></td>
<td>3. Client warned of possible non-compliance event</td>
<td>3. Client warned of possible non-compliance event</td>
<td>3. Client warned of possible non-compliance event</td>
</tr>
<tr>
<td>Confirmed</td>
<td>1. Operator immediately notifies DA</td>
<td>See First Event</td>
<td>See First Event</td>
</tr>
<tr>
<td></td>
<td>2. Incident report sent to DA upon receipt from AMS</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Equipment returned to Operator for testing by AMS received according to company policy to preserve chain of custody</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Communication Error/Interruption
*(communication attempted but transmission problem)*

<table>
<thead>
<tr>
<th>Type of Alert/Non-Compliance</th>
<th>First Event</th>
<th>Second Event*</th>
<th>Third Event*</th>
</tr>
</thead>
</table>
| 24 hours                     | 1. Operator calls client to determine problem  
2. Client directed to download same day  
3. Information included in daily report to DA | 1. Operator calls client to determine problem  
2. Client directed to download same day, either:  
a. Manually download or,  
b. Come into office  
3. Client warned of possible non-compliance event  
4. Information included in daily report to DA | 1. Operator calls client to determine problem and determines if home visit is required  
2. Client directed to download same day  
3. Client warned of possible non-compliance event  
4. Information included in daily report to DA |
| 48 hours consecutively       | 1. Operator calls client to determine problem  
2. Client directed to download within four hours  
3. Information included in daily report to DA | 1. Operator calls client to determine problem  
2. Client directed to download same day or sooner depending on frequency of last alert  
3. Client warned of possible non-compliance event  
4. Information included in daily report to DA | 1. Operator calls client to determine problem  
2. Client directed to download same day or sooner depending on frequency of last alert  
3. Client warned of possible non-compliance event  
4. Notice to DA of repeated non-compliance events |
## Appendix A – Alerts/Program Violations Model

<table>
<thead>
<tr>
<th>Type of Alert/Non-Compliance</th>
<th>First Event</th>
<th>Second Event*</th>
<th>Third Event*</th>
</tr>
</thead>
</table>
| More Than 48 Hours           | 1. Operator calls client to determine problem  
                            2. Client directed to download within four hours or to report to office to download  
                            3. Notice to DA of delay in reporting | 1. TN calls client to determine problem  
                            2. Client directed to download within four hours or to report to office to download  
                            3. Notice to DA of repeated non-compliance events | 1. Operator calls client to determine problem  
                            2. Client directed to download within four hours or to report to office to download  
                            3. Notice to DA of repeated non-compliance events and request directions |
| Communication Failure        | 1. Operator calls client to determine problem  
                            2. Client directed to download same day  
                            3. Client warned of possible non-compliance event  
                            4. Information included in daily report to DA | 1. Operator calls client to determine problem  
                            2. Client directed to download same day  
                            3. Client warned of possible non-compliance event  
                            4. Information included in daily report to DA | 1. Operator calls client to determine problem  
                            2. Client directed to download same day  
                            3. Client warned of possible non-compliance event  
                            4. Notice to DA of repeated non-compliance events |

**Communication Failure**  
(no communication attempted)
<table>
<thead>
<tr>
<th>Type of Alert/Non-Compliance</th>
<th>First Event</th>
<th>Second Event*</th>
<th>Third Event*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2. Client directed to download same day</td>
<td>2. Client directed to download same day or sooner depending on frequency of last alert</td>
<td>2. Client directed to download same day or sooner depending on frequency of last alert</td>
</tr>
<tr>
<td></td>
<td>3. Information included in daily report to DA</td>
<td>3. Client warned of possible non-compliance event</td>
<td>3. Client warned of possible non-compliance event</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Information included in daily report to DA</td>
<td>4. Notice to DA of repeated non-compliance events</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1. Notice to DA of repeated non-compliance events and request directions</td>
</tr>
<tr>
<td></td>
<td>2. Client directed to download same day</td>
<td>2. Client directed to download within four hours or to report to office to download</td>
<td>2. Client directed to download within four hours or to report to office to download</td>
</tr>
<tr>
<td></td>
<td>4. Notice to DA of repeated non-compliance events</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Type of Alert/Non-Compliance</td>
<td>First Event</td>
<td>Second Event*</td>
<td>Third Event*</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Overdue With No Balance Due</td>
<td>1. Operator calls client to remind of re-payment first day overdue</td>
<td>1. Operator calls client to remind of re-payment first day overdue</td>
<td>1. Operator calls client to remind of re-payment first day overdue</td>
</tr>
<tr>
<td></td>
<td>2. Payment arrangements made</td>
<td>2. Payment arrangements made</td>
<td>2. No payment arrangements accepted; due in full immediately or client to return equipment same day</td>
</tr>
<tr>
<td></td>
<td>3. Client warned that failure to pay may result in termination of service and report as non-compliance event</td>
<td>3. Client warned that failure to pay may result in termination of service and be reported as a non-compliance event to DA</td>
<td>3. Client advised that failure to pay will be reported as non-compliance event</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Information included in daily report to DA</td>
<td>4. DA advised that if payment not received, monitoring services will be terminated immediately</td>
</tr>
<tr>
<td>Type of Alert/Non-Compliance</td>
<td>First Event</td>
<td>Second Event*</td>
<td>Third Event*</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>------------------------------------------------------------------------------</td>
<td>---------------------------------------------------</td>
<td>---------------------------------------------------</td>
</tr>
<tr>
<td>Overdue With Balance Due</td>
<td>1. Operator calls client to remind of re-payment first day overdue</td>
<td>See First Event</td>
<td>See First Event</td>
</tr>
<tr>
<td></td>
<td>2. No payment arrangements accepted; due in full immediately or client to return equipment same day</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Client advised that failure to pay will be reported as non-compliance event</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. DA advised that if payment not received, monitoring services will be terminated immediately</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Failure to Maintain Phone Line for Data Transmission</td>
<td>1. Operator notifies client via alternate phone or mail</td>
<td>1. Operator notifies client via alternate phone or mail</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Client warned of possible non-compliance event</td>
<td>2. Client warned of possible non-compliance event</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Information included in daily report to DA</td>
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Version: 2.3  A-7  10/15/2009
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<th>Second Event*</th>
<th>Third Event*</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Failure to Maintain Current Contact Information</strong></td>
<td>1. DA notified immediately that client cannot be reached 2. Letter sent to address on record notifying of non-compliance event and that report has been made to DA</td>
<td>1. DA notified immediately that client cannot be reached 2. Letter sent to address on record notifying of non-compliance event and that report has been made to DA</td>
<td>1. Operator advises DA that services are suspended 2. Letter to client advising that services are suspended and that the DA has been notified</td>
</tr>
<tr>
<td><strong>Failure to Follow Other Requirements of Participant Agreement</strong></td>
<td>1. Operator calls client to determine problem 2. Client warned of possible non-compliance event 3. Information included in daily report to DA</td>
<td>1. Operator calls client to determine problem 2. Client directed to download same day, either: a. Manual download or b. Come into office 3. Client warned of possible non-compliance event 4. Information included in daily report to DA</td>
<td>1. Client instructed to come into office same day with equipment 2. Client advised that services are being terminated 3. Notice to DA of repeated non-compliance events and that services have been terminated</td>
</tr>
</tbody>
</table>