SCRAM Operations Reference Guide
V2.1

Presented by Alcohol Monitoring Systems, Inc.

<u>**Revision History**</u>

Revision Number	Owner	Description	Date
1.0	Kerry Benham	Initial version	1/10/2011
1.1	Kerry Benham	Inserted new Consumables Allocation Policy.	6/20/2011
1.2	Kerry Benham	Inserted CE Mark Compliance Information. Inserted Warnings and Cautions and Specifications section. Removed all references to SCRAM Modem Inserted information about MultiConnect AW Wireless Device	2/17/2012
1.3	Kerry Benham	Inserted Customer Costs Policy	7/13/2012
1.4	Kerry Benham	Inserted MultiConnect Summary Report	9/28/2012
1.5	Kerry Benham	Inserted C-Tick and A-Tick Mark Compliance information	8/7/2013
2.0	Kerry Benham	Updated SCRAM product names Updated Training section Updated equipment status and alert lists Updated Reports section Inserted Updated Health and Safety Notice	5/18/2016
2.1	Kerry Benham	Inserted updated Personal Court Testimony Policy	6/20/2016

Regulatory Compliance Information

FCC Compliance Statement
These devices comply with part 15 of the FCC Rules and/or part 68 of the FCC Rules. Operation of these devices is subject to the following two conditions:

1) The devices may not cause harmful interference.
2) The devices must accept any interference received, including interference that may cause undesired operation.

CE Mark Compliance Information
The $SCRAM_x$-850 (Bracelet), the $SCRAM_x$-800 (Base Station), and Direct Connect (with WEEE and CE labels) are European compliant versions of the original $SCRAM_x$ products designed for use in the United States and Canada.

Alcohol Monitoring Systems, Inc. declares that the above products are in conformity with the essential requirements and provisions of the following Council Directives:

$SCRAM_x$-850 (Bracelet)
- R&TTE Directive: 1999/05/EC

- EMC Directive: 2004/108/EC
- Low Voltage Directive: 2006/95/EC

Direct Connect (with WEEE and CE labels)
- EMC Directive: 2004/108/EC

$SCRAM_X$-800 (Base Station)
- R&TTE Directive: 1999/05/EC
- Low Voltage Directive: 2006/95/EC

The corresponding standards to which these products were tested can be found in the Declaration of Conformity documents at www.alcoholmonitoring.com.

In addition, the $SCRAM_X$-850 and $SCRAM_X$-800 are compliant with:
- Receiver Category 2
- 1% Transmitter Duty Cycle

C-Tick and A-Tick Mark Compliance Information
The $SCRAM_X$ Bracelet, Base Station, and Direct Connect are compliant with Australian and New Zealand EMC standards.

Alcohol Monitoring Systems, Inc. declares that the above products are in conformity with the essential requirements and provisions of the following Council Directive and standards:

$SCRAM_X$ Bracelet and Direct Connect (C-Tick Marks)
- R&TTE Directive: 1999/05/EC
- AN/NZS 4268-2012
- ETSI EN 300 220-1 V2.3.1 (2009)
- CISPR 22: 2008
- EN 61010-1: 2001/03/01 Ed:2

$SCRAM_X$ Base Station (A-Tick Mark)
- R&TTE Directive 99/5/EC
- AS/NZS 4268:2012
- ETSI EN 300 220-1 V2.3.1 (2009)
- CISPR 22: 2008
- EN 60950:2006 (2nd Edition**)**
- AS/ACIF S002:2010+ amd No. 1 2012
- Specification PTC 200

The Declaration of Conformity documents for these products can be found at www.alcoholmonitoring.com.

Warnings and Cautions

FCC Warning
Changes or modifications to these devices not expressly approved by Alcohol Monitoring Systems, Inc. could void the user's authority to operate the equipment.

Battery Cautions
The base station has a battery pack that contains rechargeable lithium ion batteries, and the bracelet is powered by a non-rechargeable lithium manganese dioxide battery. Do not heat these batteries, throw into fire, deform, short circuit, immerse in or wet with water. When replacing the base station battery pack or the bracelet battery, dispose of the spent batteries in a manner that is in compliance with local waste management codes. Only AMS factory-trained service personnel are authorized to replace battery packs and batteries.

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Product Specifications
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Bracelet Specifications

- Input Power: 3.0 VDC @ 3 ma DC
- Operating Frequency:
  916.5 MHz (US and Canada)
  868.3 MHz (Europe)
- Approved Battery Type:
  Any 3 VDC CR2 lithium battery (US and Canada)
  Duracell® Ultra CR2 (Europe)

Base Station Specifications

- AC to DC Power Supply Input Power: 100-240 VAC @ 50-60 Hz @ 300 ma AC
- Base Station Input Power: 10 VDC @ 650 ma DC
- Operating Frequency:
  916.5 MHz (US and Canada)
  868.3 MHz (Europe)
- Approved Battery Pack Assemblies:
  AMS Battery Packs 00448-01 and 00448-02
- Approved AC to DC Power Supplies:
  Volgen SA01-7USA-A-KG and Volgen PA1008-2I/PA1008-100I093 (US and Canada)
  Volgen PA1008-2I/PA1008-100I093 (Europe)

Direct Connect Specifications

- Input Power: 5 VDC @ 40 ma DC (from USB connection)
- Optical Intensity: Compliant with IrDA 1.4 Low Power Standard
- Data Rate: 115.2 kBPS

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"To be or not to be…"

"…the best 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.
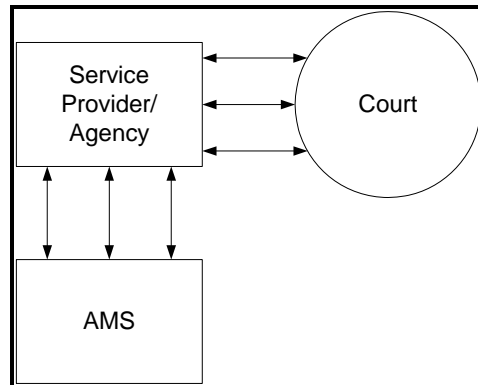
Figure 1: Information Flow

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 in the Continuous Alcohol Monitoring (CAM) industry. 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.

In 2009, AMS introduced SCRAM$_X$…the "x" denotes the "x-tra" added functionality…, pairing the court-validated SCRAM$_X$ Bracelet with a base station that incorporates RF technology to detect an offender's presence in or absence from the home.

THE SCRAM SYSTEM

The SCRAM System is comprised of three parts:

- SCRAM CAM Bracelet
- SCRAM Base Station
- SCRAMNET

Where the bracelet is the heart of the SCRAM System, SCRAMNET is the brains. This central information hub not only houses all offender data, but also allows courts and supervising agencies to manage their data in a way that is the most effective for their individual programs. For example, SCRAMNET provides a wide range of "instant" reports and graphs…from a single snapshot of a single event to a comprehensive view of an offender's behavior over time.

Twenty-four hour continuous alcohol 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 various communication mechanisms 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.
- 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 object that is inserted to defeat the bracelet.
- A patented interferant detection system that guards against false positives.

By integrating SCRAM CAM with SCRAM House Arrest, SCRAM provides courts with a complete offender management tool that:

- Increases accountability by detecting both alcohol consumption and presence in the home
- Provides adjustable supervision models to manage offenders based on their behavior
- Offers customizable and multiple reporting options in SCRAMNET to provide a complete offender profile

HOW SCRAM SYSTEMS WORKS

SCRAM CAM

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 to measure transdermal alcohol concentration (TAC), which allows us to give an estimation of a person's Blood Alcohol Concentration (BAC) level. Literally translated, transdermal means, "transfer through the skin." SCRAM CAM measures insensible perspiration, which is the constant, unnoticeable excretion of gas that comes 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 CAM 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 generally correlated to Blood Alcohol Concentration (BAC) readings.

Transdermal alcohol testing using the bracelet is passive and done automatically every 30 minutes. 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.

SCRAM House Arrest

SCRAM House Arrest provides an alternative to imprisonment and aims to reduce re-offending while also coping with expanding prison numbers and rising costs. It allows eligible offenders to retain or seek employment, maintain family relationships and responsibilities and attend rehabilitative programs that contribute towards addressing the causes of their offending.

The terms of SCRAM House Arrest can differ, but offenders are rarely confined to their residence 24 hours a day. Most programs allow employed offenders to continue to work, and only confine them during non-working hours. Offenders are also commonly allowed to leave their homes for specific, predetermined purposes. Examples can include visits to the probation officer, religious exceptions, and medical appointments. Many programs also allow the defendant to leave the residence during regular, pre-approved times in order to carry out general household errands such as food shopping and laundry. Offenders may also have to respond to communications from the supervising authority to verify that they are at home when required to be.

There are several levels of SCRAM House Arrest, varying in severity as to the requirements of the court order. A curfew may restrict an offender to their house at certain times, usually during hours of darkness. Home confinement or detention would require an offender to remain at home for most hours, apart from the above-mentioned exceptions. The most serious is home incarceration, which would constrain an offender to their home constantly, aside from court-sanctioned treatment programs and medical appointments.

The SCRAM CAM Bracelet can support all levels of SCRAM House Arrest. When attached to the offender, the bracelet constantly sends "pings" to the base station, ensuring that the offender has not moved out of the acceptable range set by the supervising authority. If the client moves outside the acceptable range, the base station immediately notifies SCRAMNET, and an event is generated.

SCRAM CAM BRACELET

The SCRAM CAM Bracelet contains the following features:

- 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 Base Station 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 base station

SCRAM BASE STATION

- Sturdy, tamper-resistant housing
- Sends presence/absence messages to SCRAMNET

If a client does not have an analog phone line installed in the home, a MultiConnect™ AW wireless device can be connected to the base station using a standard phone cord. The wireless device allows the SCRAM Base Station to communicate with SCRAMNET using a cellular network. At the scheduled Base Station/SCRAMNET communication time, the base station sends bracelet reading data to the wireless device via the phone line, which then uses the cellular network to forward the data to SCRAMNET servers.

USE OF MULTICONNECT AW WIRELESS DEVICE ON SCRAM House Arrest CLIENT

The following limitations are present when the MultiConnect AW wireless device is used for an SCRAM House Arrest client:

- Caller identification/location information is NOT provided.

- The wireless device does NOT contain a motion sensor that can detect when it is moved.

- The wireless device does NOT include a back-up battery.

To mitigate these limitations, once the SCRAM Base Station and wireless device are initially plugged into an AC outlet (presumably at the client's home), you can be notified if the base station is unplugged then plugged back in…which may indicate that the client is attempting to leave the home with the equipment without being detected.

If you are utilizing the House Arrest Priority Notification feature in SCRAMNET, you can select the "Power Loss" and "Power Restore" alert check boxes on the House Arrest Alert Types page. Once selected, you will be notified within 15 minutes that the base station has been unplugged. You can then immediately follow up with the SCRAM House Arrest client and determine why the base station lost power.

SCRAMNET

- Easy-to-use, web-based application that is managed by AMS—no software installation or IT support

- Receives data from the SCRAM Base Station 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 for each individual subject

- Delivers customized reports, allowing agencies to determine compliance or non-compliance based on fact-based, verifiable data

- Provides the ability to cost-effectively monitor and manage thousands of offenders simultaneously

- Compares messages received from the SCRAM Base Station to the client's House Arrest schedule and generates alerts if a non-compliance event is suspected

- If priority notification is enabled, automatically e-mails or text messages the supervising agency for pre-defined SCRAM House Arrest alerts

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, faceplate, and exhaust cap, or checking the equipment back into your inventory. An online wizard and quick sheets 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 base station indicates non-compliance, SCRAMNET generates an 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 to SCRAMNET without the use of the SCRAM Base Station. This device is ideal for those tasks that must be performed in your office as well as when data cannot be uploaded at the client's residence because no phone line exists. Direct Connect can be used to:

- Assign a bracelet and base station and take initial readings

- Upload data manually

- Obtain Observed IR Readings

- Replace a bracelet and base station

- Check in a bracelet and base station

- Upgrade SCRAM CAM Bracelet software without sending it back to AMS

Anywhere you have an Internet connection, Direct Connect will allow the bracelet to communicate directly to SCRAMNET through your computer.

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 SCRAM Base Station and SCRAMNET. If SCRAMNET becomes non-operational, AMS customers are promptly notified. AMS has developed contingency and backup plans to ensure that any business disruption caused by a server malfunction is minimal.

The SCRAM CAM Bracelet will upload readings to the SCRAM Base Station at a scheduled communication time. In order to send the data forward to SCRAMNET using the base station, an analog phone line must be available. If an analog phone line is not available, you have the option of connecting the MultiConnect AW wireless device with the base station in order to upload data using a cellular network. Once SCRAMNET 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.

When the SCRAM Base Station detects that an SCRAM House Arrest client is outside of the allowable distance and the client's House Arrest schedule does not reflect that the client has permission to leave the home, an alert is generated in SCRAMNET.

CUSTOMER SERVICES HOURS

As you are setting up your SCRAM Program, performing an equipment task, monitoring clients, etc., it may be necessary to contact AMS. You can contact AMS via telephone or e-mail 24 hours a day, 7 days a week to get the answer to any question or concern that you may have.

Note: Prior to contacting AMS, determine if the answer to your question can be found on the SCRAMNET Help page. For example, a full suite of quick sheets is available for use when performing an equipment-related task.

- Phone – 303.785.7879

    Note: You must have an access code to speak with AMS Customer Services personnel. If you do not have an access code, complete the Phone Access Code Request form on the SCRAMNET Help page to receive the required code.

- E-mail—support@alcoholmonitoring.com

Business Guidelines – Processes and Procedures

"Drive thy business or…"
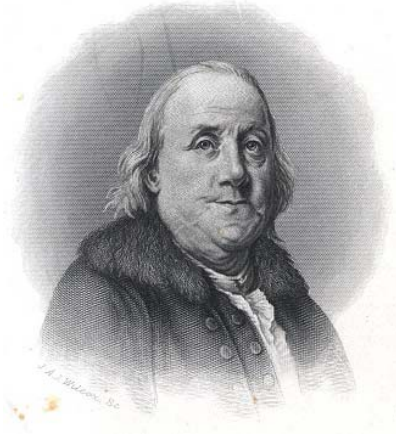
"…it will drive thee."

Benjamin Franklin

The SCRAM Program provides you with a cost-effective sentencing alternative for the court when dealing with high-risk, alcohol-dependent offenders or individuals that can safely be monitored using SCRAM House Arrest. 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 a sentencing period being monitored for alcohol consumption. 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.

SCRAM House Arrest provides the same cost savings for those non-alcohol offenders that are judged to be low-risk, non-violent individuals.

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 and officer level?

Referral Process

- □ What mechanism is in place to disseminate information from the point of origin to the supervising authority?

- □ 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 OnTarget, 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.

Roles and Responsibilities	AMS	Customer
Program Set-Up		
Identify Program Manager/dedicated resource for implementation of SCRAM Program.		X
Introduce and define the roles and responsibilities of the Customer Services Manager to the customer.	X	
Conduct the Sales to Service Handoff On Site Meeting.	X	
Review the AMS organization chart with the customer and explain the chain and methods of communication that should be used within the organization.	X	
Ensure that the Program Manager/Administrator receives Level 1 Training.	X	X
Review the SCRAM Operations Guide and the components necessary for a successful program implementation.	X	X
Ensure that the SCRAM Program is set up based on process and procedure guidelines in the SCRAM Operations Guide.		X
Provide the Program Manager/Administrator with access to SCRAMNET in order to view reports.	X	
Provide a minimum of one dedicated analog phone line for equipment set-up at each location.		X
Data Interpretation and Analysis		
Provide client management support on a daily basis for SCRAM Program participants.		X
Provide technical support for customers 24 hours a day, 7 days a week.	X	
Manage the SCRAMNET environment, including daily data collection, backup, and storage.	X	
Review and resolve all Scheduled Maintenance alerts.		X

Roles and Responsibilities	AMS	Customer
Review and resolve all Communications alerts.		X
Review all Tamper alerts.	X	
Provide final tamper analysis and confirmation.	X	
Review all Alcohol Detected alerts.	X	
Provide final confirmation of Alcohol Detected alerts.	X	
Review all Equipment alerts. Resolve and notify customer of required action and authorization to return if necessary.	X	
Consolidate workload for customer and prepare a Daily Action Plan for immediate customer follow up by 10 AM.	X	
Prepare reporting for confirmed drinking or tamper events by generating a Non-Compliance Report.	X (Upon request and as needed)	X
Assist customer in generating reports for client and inventory management.	X (Upon request and as needed)	
Provide legal documentation and expert testimony for legal proceedings as deemed necessary at the current fee. **Note:** For SCRAM clients only.	X (Upon receipt by AMS of a Request for Testimony form and as needed)	
Send notification, via e-mail or text message that a House Arrest alert has been generated that requires attention	X	
Respond to House Arrest alerts that are received via e-mail		X
Make client verification calls to SCRAM House Arrest clients as needed, per the Call Verification Call Service Level Agreement.	X	X
Client Management		
Review terms of Program Participant Agreement with client and retain signed copy of agreement.		X
Manage client/offender billing and collection process.		X

Roles and Responsibilities	AMS	Customer
Provide all notification and follow up with customers and client/offender based on the Daily Action Plan provided by AMS or own action plan.		X
Follow up with appropriate authority (probation, courts, etc.) based on confirmed non-compliance events.		X
Ensure complete enrollment/data entry for all clients in SCRAMNET.		X
Inventory Management		
Maintain inventory/physical control of all equipment by conducting physical inventories on a regular basis.		X
Change batteries, faceplates, exhaust caps, and/or straps as required		X
Perform all client equipment set-up, removal, and bracelet disinfecting.		X
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.	X (Jointly)	X (Jointly)
Monitor and maintain customer reserve-inventory levels and monthly battery, faceplate, and exhaust cap allocations.	X	
Provide periodic service and extended-warranty support.	X	

Internal (Customer) Organizational Roles and Responsibilities

Based on AMS' experiences with facilitating the setup 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.
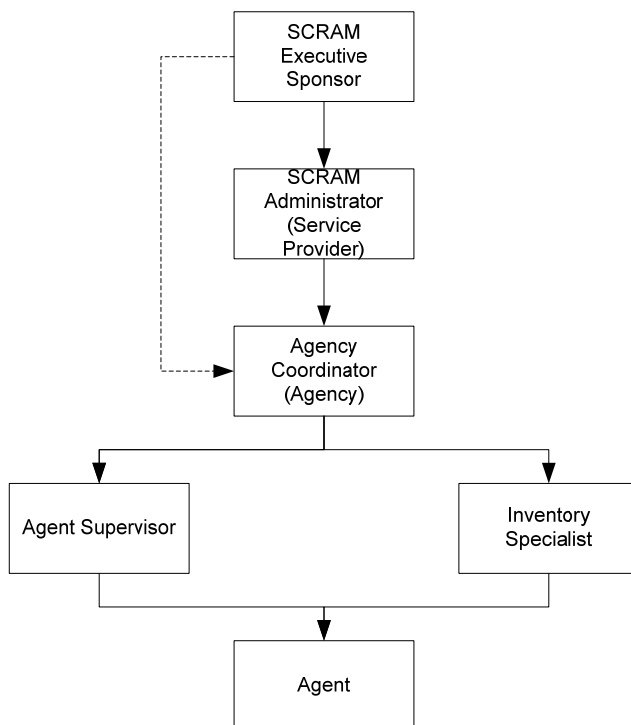
Figure 2: Organizational Structure

Position Definitions

Each position's roles and responsibilities are:

Role	Primary Responsibilities
SCRAM Executive Sponsor	Determine strategic direction related to the SCRAM Program
	Maintain financial oversight
SCRAM Administrator	Establish and implement communications with supervising authority
	Manage client workload
Agency Coordinator	Establish and implement Agency/Court communications
	Primary point of contact for the supervising authority

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
Inventory Specialist	Track bracelets and base stations in SCRAMNET
	Act as the shipping and receiving department for the supervising authority for which they work
	Assign equipment to supervising authority 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.

- Inventory Management – Will address equipment maintenance issues. Will also manage the movement of the 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 the supervising authority (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.

SUPERVISING AUTHORITY ROLES

The primary role of the supervising authority 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, non-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 the supervising authority 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.
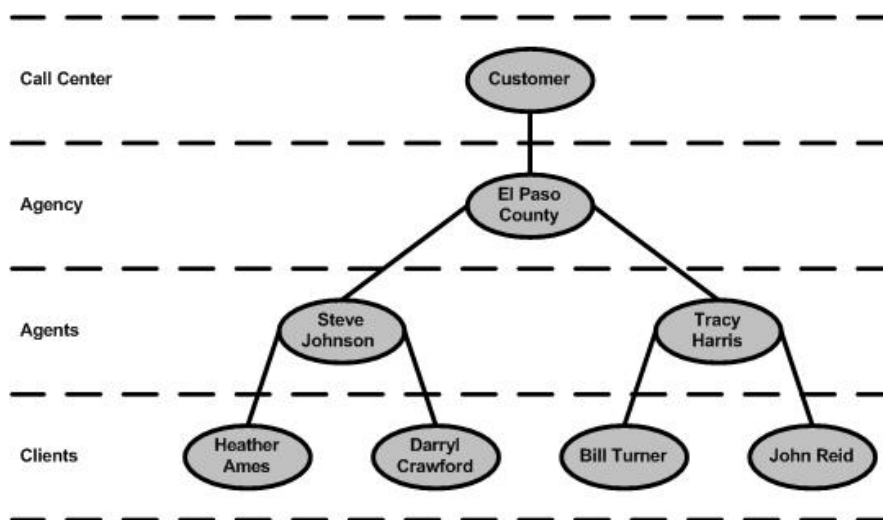

Figure 3: Sample Centralized Organizational Structure

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

Add Agency

Perform the following steps:

1. In SCRAMNET, click the **Agencies** Tab.
2. Click the **Add an Agency** button.
3. Enter all relevant information.

The Add Agency page allows you to activate SCRAM House Arrest services. By default, the "SCRAM Alcohol Monitoring" radio button is selected in the wizard. This means that no clients in the new agency can be monitored using SCRAM House Arrest.

When the "House Arrest" radio button is selected to activate the feature, the House Arrest parameters appear.

When The Priority Notification check box is selected, designated individuals or groups of individuals will receive an e-mail with alert details within 15 minutes after SCRAMNET generates an alert that has been selected for priority notification.

The House Arrest and notification parameters at the agency level behave in the same way as the system-level parameters. Any changes made to the agency level parameters will supersede those same customer-level parameters. When a parameter is changed, that change will only impact those clients that are enrolled in the SCRAM Program moving forward. For those clients already enrolled, the change must be made manually.

SCRAM House Arrest Activation

If SCRAM House Arrest services are activated as part of the agency setup, other settings must be set up at this time. Let's start with House Arrest Notification methods.

Notification Methods

Notification methods only pertain if the Priority Notification check box is selected. When a notification method is created, individuals or groups of individuals will be informed when a non-compliance event is suspected. Notify methods identify those individuals who will receive the e-mail or text message notification. A notification method can be inactivated at any time.

Alert Types

Like notification methods, alert types are related to priority notification only. When the check box for an alert type is selected, a notification e-mail or text message with alert details will be generated and sent.

Delivery Methods

An House Arrest Daily Summary Report is generated each day for every client in the agency that is being electronically supervised. This report will be sent to all those individuals associated with a delivery method, which can be created at any time.

SCRAM Referral

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

Compliance Policy

The Agency Compliance Policy details the situations in which the supervising authority contacts the client and/or the client's agent.

Available Reports

CAM Reports

Several Call Center-level reports are available. The list includes the:

- Operations
  - Active Clients Without Equipment Report
  - Activity by Agency Report
  - Client Office Download Schedule Report
  - Client Summary for Judge Report
  - Compliance Summary by Agency Report
  - Compliance Summary by Court Report
  - Clients Added/Removed Report
  - Communication Alert Contact Report
- Management
  - Usage by Agency Report
  - Usage by Court Report
  - House Arrest Usage by Agency Report (if SCRAM House Arrest activated)
  - House Arrest Usage by Court Report (if SCRAM House Arrest activated)
  - Usage by Region Report
  - Monthly Service Level Detail Report
  - Call Verification Summary
- Inventory
  - Current Inventory Report
  - Equipment by Region Report
  - Equipment by Location Report
  - Equipment by Status Report
  - Inventory Tracking Report

- Billing
    - o Monthly Device Assignments Report
    - o Monthly Device Assignment Report by Region
    - o Monthly Device Assignment Report by Location
    - o Daily Billing Assignment Report

Refer to the User Reports section for further information.

SCRAM House Arrest Reports and Logs

Two new reports and two new logs were made available when SCRAM House Arrest was introduced to the market. Let's cover each separately.

Daily Summary Report

To view a Daily Summary Report, first click the agency's Reports tab and then click the House Arrest **Daily Summary** button. This page will contain report links for each day since the agency was set up for SCRAM House Arrest. You will also see an "In Progress" link. That is today's report being generated real-time.

A Daily Summary Report is formatted in such a way that each page contains information on a single client. For each client, you will see the House Arrest schedule for the last seven days and any events that have taken place since the report was last published. For example, if the cut-off time that was previously established is 4:00 AM, each report will contain events from 4:00 AM to 4:00 AM. Any console messages that have been entered for the client will also be shown.

Client House Arrest Schedule Report

The Client House Arrest Schedule Report allows you to print out the client's House Arrest schedule for a specified period of time and give it to the client. In addition to the client's schedule, the report also contains the date of the client's next meeting, what the client is expected to bring to the meeting, and any information that you want the client to be aware of when viewing the report.

Agency Notification Log

The Agency Notifications Log provides an agency with an easy way to view all priority notification e-mails that have been generated and delivered for a specified date and time. For each event, you will see the date and time that the alert was generated, the date and time that the e-mail or text message was sent, the type of alert, the name of the client and the client's agent, the e-mail or text message that the message was delivered to, and the status of the e-mail or text message.

House Arrest Event Log

The House Arrest Event Log, which appears in the client's alerts area, provides a view of a specific client's activities for a specified time frame. The log is designed to be print friendly so it can be forwarded to a court or supervising authority.

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

Perform the following steps:

1. In SCRAMNET, click the **Agencies** Tab.

2. Select the applicable agency in the list.

3. Click the **Add Agent** button.

4. Enter all relevant information.

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

- Compliance Summary by Agent Report

- Usage by Agent Report

- House Arrest Usage by Agent Report

- Agency Activity 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.
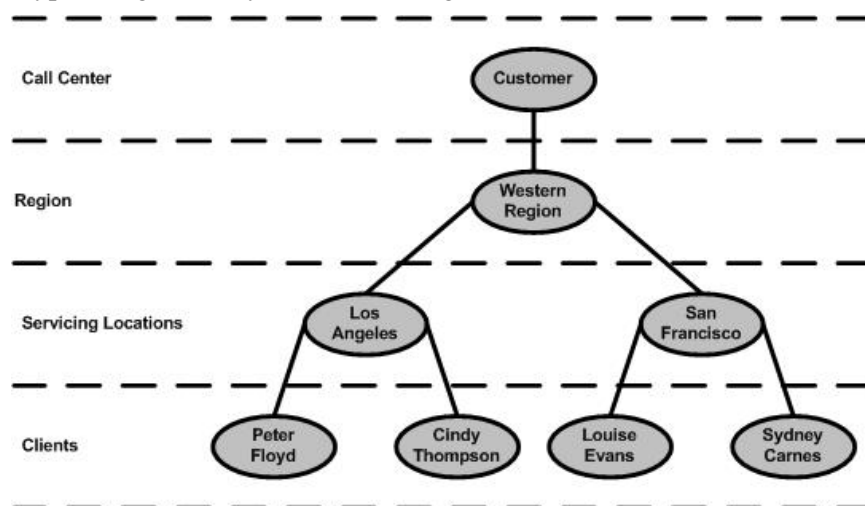
Figure 4: Sample Decentralized Organizational Structure

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

Perform the following steps:

1. In SCRAMNET, click the **Regions** tab.
2. Click the **Add Region** button.
3. Enter all relevant information.

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 base stations 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

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. In SCRAMNET, click the **Regions** tab.
2. Select the applicable region in the list.
3. Click the **Locations** tab.
4. Click the **Add a Location** button.
5. Enter all relevant information.

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 CAM or SCRAM House Arrest, or the judges in a court that are sentencing offenders to SCRAM CAM or SCRAM House Arrest. 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 CAM or SCRAM House Arrest. 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

Perform the following steps:

1. In SCRAMNET, click the **Judicial** tab.
2. Click the **Add a Court** button.
3. Enter all relevant information.

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 CAM or SCRAM CAM plus House Arrest.

Judge Set-Up

Perform the following steps:

1. In SCRAMNET, click the **Judicial** tab.
2. Click the **Judges** tab.
3. Click the **Add a Judge** button.
4. Enter all relevant information.

TRAINING

AMS offers customer training in one of three ways. We offer:

- Denver-based training
- On-line training
- On-site training

To assist us in covering the cost of the materials, course content development, and instructor time, AMS charges the following minimal fee for the Denver-based and on-site training.

Denver-Based Classes

Training Class Fee/Attendee	SCRAM CAM Level 1 – $150
	SCRAM CAM Level 2 – $299
Three or more Attendees from the same customer	$400

On-Site Classes at the Customer's Site

Training Class Fee/Attendee	$150
Instructor Fee, Travel, and Expenses	capped at $1200 for a 2-day class

Denver-Based Training

AMS offers two instructor-led courses at the AMS World Headquarters, just outside of Denver, Colorado for new partners and employees.

CAM Level 1 Training

In order to obtain the skills necessary to succeed with using the SCRAM System, AMS provides CAM Level 1 Training. You should schedule and attend this training upon implementation of your SCRAM Program. The instructor-led training takes approximately 16 hours and is worth one Continuing Education Unit (CEU).

Here are the topics covered and the approximate time taken for each.

Training Module	Duration
Introduction	**1 hour**
Overview	.5 hours
Getting Started	.5 hours
Initial Setup	**3 hours**
Regions and Locations	1 hour
Courts and Judges	1 hour
Agencies and Agents	1 hour
Daily Tasks	**3 hours**
Equipment Management	.5 hours
Client Management	2 hours

Alert Management	.5 hours
On-Going Maintenance	**3 hours**
Equipment Tasks	3 hours
Analysis and Reporting	**2 hours**
Data Interpretation	1 hour
Reporting	1 hour
House Arrest Fundamentals	**1.5 hours**
House Arrest Fundamentals	1.5 hours

This training program is intended for anyone that will manage SCRAM equipment or manage clients that are enrolled in the SCRAM Program.

Once you have completed the training, you will log into the SCRAM Systems University to take the end-of-course exam. Upon successfully completing the exam with a score of 75% or higher, a certificate is available in the transcripts area of the site. Contact the AMS Training Coordinator with any questions that you may have regarding the AMS University.

SCRAM CAM Level 2 Training

The SCRAM CAM Level 2 Training class 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 and/or Non-Compliance Report

In order to attend the training, you must have at least six months of SCRAM operations management, and have successfully completed SCRAM CAM Level 1 Training. On a case-by-case basis, AMS is also conducting regional training classes. E-mail training@scramsystems.com for more details.

On-line Training

Presently, AMS is offering on-line training in two locations; the SCRAM Systems University and the SCRAMNET Help page. As you will see, the SCRAM Systems University is our central training location.

SCRAM Systems University

The SCRAM Systems University is a feature-rich web site that houses SCRAM continuation training for our customers. The university boasts state-of-the-art, audio-supported courses related to both alcohol and house arrest. In addition, AMS offers

business-related courses associated with the introduction of House Arrest. Courses offered include:

- CAM Level 1 Training – Same subject matter that is covered during the instructor-led Level 1 Training course.

- CAM Field Operations Training – Focuses on the client and equipment management modules that are taught in the AM Level 1 Training course.

- House Arrest Level 1 Training – Covers House Arrest topics such as House Arrest basics, managing House Arrest clients and SCRAM equipment, and reports and logs.

- House Arrest Field Operations Training – Spotlights the House Arrest client and SCRAM equipment topics covered in the House Arrest Level 1 Training course.

- CAM+HA Field Operations Training – Combines the CAM and House Arrest Field Operations courses into one course to offer a single client and equipment management course.

- House Arrest Policies and Procedures – Guides you through the many decisions that you will have to make when developing the House Arrest services part of your SCRAM Program.

- House Arrest Positioning to Courts – Includes information on the different RF technologies, a comprehensive competitive analysis, and the steps necessary to complete an Request For Proposal (RFP).

E-mail training@scramsystems.com to find out if any new courses have been added to the SCRAM Systems University.

SCRAM_{NET} Help Page

You can access to the SCRAM Systems University from the SCRAM_{NET} Help page.

<u>On-Site Training</u>

Under certain circumstances, AMS will travel to the customer's site to conduct training. Call AMS Customer Services to learn more.

FACILITIES

As you start receiving 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 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 the class.

- Equipment cleaning area – As a minimum, this area should be well ventilated to clear the cleaning agent that is sprayed on the bracelet.

SCRAM CAM 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 Data Analyst will help you manage the day-to-day activities and troubleshoot internal issues when they arise.

Your AMS Data Analyst 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

DATA INTERPRETATION AND ANALYSIS

a. Once the bracelet is attached to the client's ankle, and the base station is plugged in at the client's home, 24 hour remote monitoring begins.

b. Alerts that can be generated may 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 range of the base station during their scheduled communication time, or did not report to the office for a manual data upload.

> **Note:** Normally, no action is required for a Communication alert. If the bracelet does NOT communicate with the base station or Direct Connect 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 base station during their scheduled communication time for the past 48 hours or that the base station has been unplugged for the past 48 hours. A Critical Communication alert can also be generated if the client has not reported to the office for a manual data upload.

- 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.

- A Potential Tamper alert can be a signal of an intentional act or an attempt to mask an alcohol consumption event. AMS analysis will confirm any attempt to tamper with the bracelet.

While the client is on the program, alerts can also be generated for equipment maintenance or services. For example:

- A Replace Equipment alert is generated if the bracelet or base station is flagged as "Damaged".

- A Battery Low alert is generated when the battery strength falls below an acceptable threshold.

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

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, and/or removal event has been detected. If an alert is generated, the alert data is analyzed and interpreted by a Data Analyst, 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.
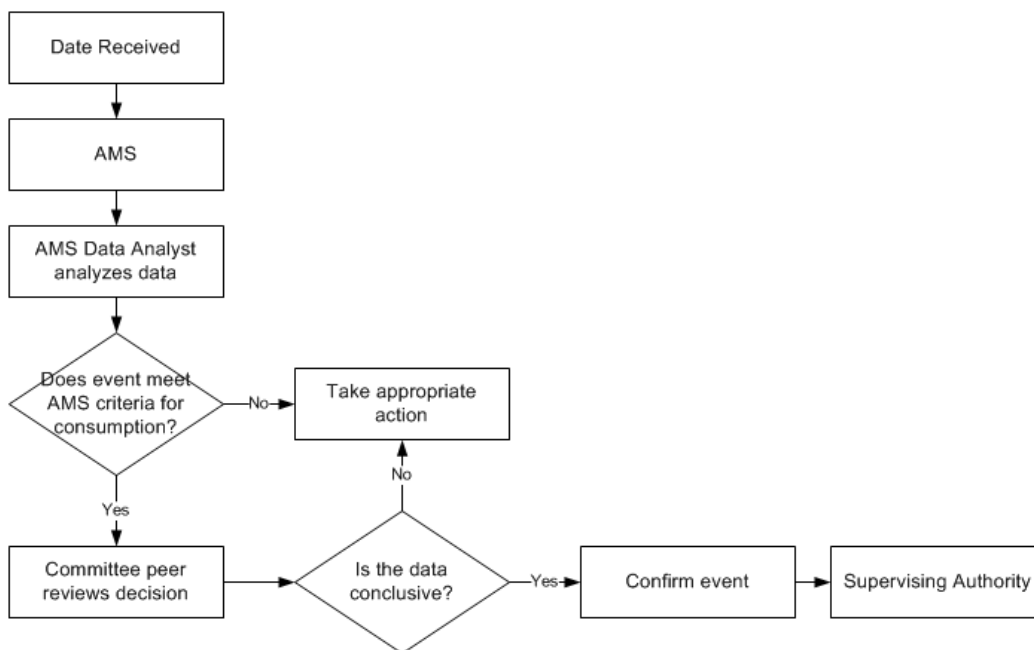
Figure 6: Alert Confirmation Process

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.
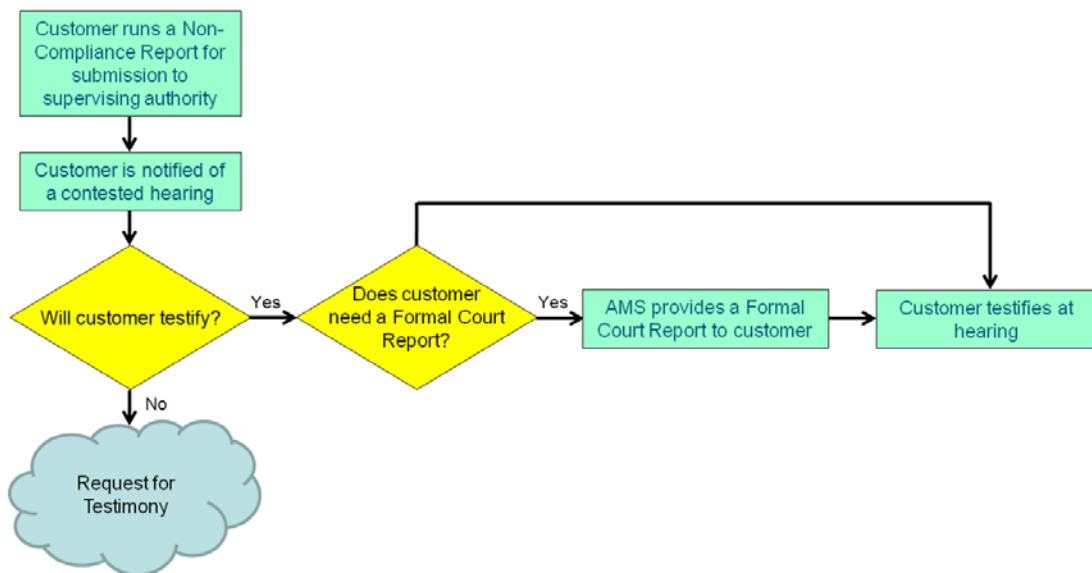
Figure 7: Non-Compliance Reporting Flow

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.

AMS Non-Compliance Support

The following process flow illustrates the steps involved if a contested hearing is requested.
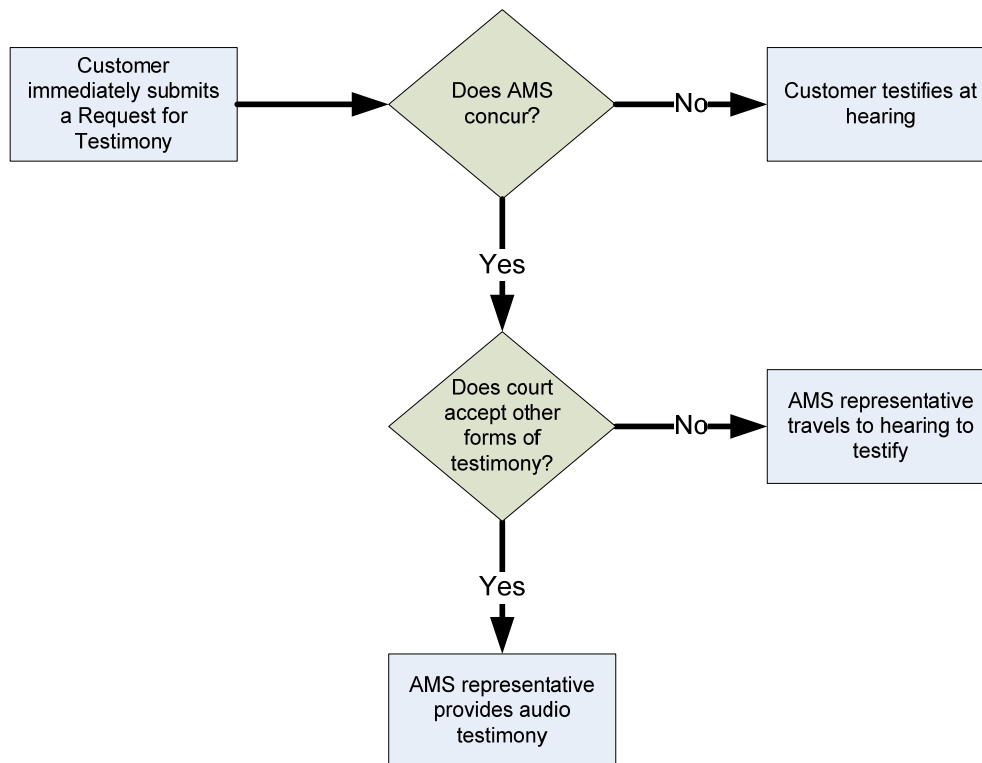
Figure 8: Request for Testimony Process

SCRAM CAM + House Arrest Client Monitoring

As you know, a client can be electronically monitored (house arrest) in addition to being monitored for alcohol consumption. This section focuses on events/alerts that can be generated for a variety of reasons and how you are notified when one occurs.

Note: An event represents any change in status for a client or a device. The more severe events, which could compromise your ability to monitor the client, are designated as alerts.

EVENT/ALERT GENERATION

Many different types of events or alerts can be generated while a client is being electronically monitored. All are grouped in a logical way.

Movement

Several events/alerts are generated when the client moves outside then inside the range of the base station at different times during a 24-hour period.

Equipment

While a client is being electronically monitored, certain functional states and diagnostics are being checked. An event/alert will be generated if a failure occurs.

Tamper

The bracelet and base station are constantly monitored for signs of tamper. If the client tampers with either device, one of several events/alerts will appear in the client's House Arrest Event Log.

Communication

All of the devices that are used to electronically monitor a client communicate with each other in some way. The success or failure of these communications are checked and an event/alert will appear in the client's House Arrest Event Log if an error occurs.

Power

All events/alerts related to AC power, the bracelet battery, or the base station battery are included in the Power category.

EVENT/ALERT NOTIFICATION

You can elect to receive SCRAM House Arrest event notifications in one of two ways…priority notification or standard notification. Let's start with priority notification.

Priority Notification

When priority notification is enabled, designated Agent(s) will receive e-mail or text message notification within 15 minutes of any selected alerts generated for clients. Alerts are also displayed, near real-time, in the client's House Arrest Event Log as well in the Daily Summary Report that is delivered daily.

Client Verification Calling

Client verification calling is the process of contacting a client to obtain a statement for an event or alert, then noting the event or alert in the client's House Arrest Event Log. The note will appear in the next day's House Arrest Daily Summary Report. To activate CVC, click the Call Verification check box in the House Arrest section of the client's General page. The cost for this service is $1.00 per day per client.

Figure 9: Call Verification Check Box

Service Level Agreement

If you elect to have AMS Customer Services process your SCRAM House Arrest alerts, AMS will draft a **House Arrest Service Level Agreement – Client Verification Calls** document. Once the House Arrest parameters and alert notification options are determined and noted in the agreement, sign the agreement and e-mail it to emsupport@alcoholmonitoring.com.

Standard Notification

All reporting of SCRAM House Arrest events will appear in the Daily Summary Report that is e-mailed to designated agent(s) on a daily basis. Events are also displayed, near real-time, in the client's House Arrest Event Log.

Daily Summary Report

To view a Daily Summary Report, first click the agency's Reports tab and then click the House Arrest Daily Summary button. This page will contain report links for each day since the agency was set up for House Arrest. You will also see an "In Progress" link. That is today's report being generated real-time.

Some events are flagged as alerts due to the severity of the suspected infraction.

House Arrest Event Log

The House Arrest Event Log, which appears in the client's alerts area, provides a view of a specific client's activities for a specified time frame. The log is designed to be print friendly so it can be forwarded to a court or supervising authority.

SCRAM CAM 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 items are the types of activities that are typical when managing clients and can be tailored for your program and sanction mode.

- Referral/Orientation
- Daily Duties
- Client Office Visit/Check In
- Confirmed Drinking Event
- Suspected Tamper
- Communication Issue
- De-Installation/Program Completion
- Communication with Supervising Agency/Officer

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.

Establish Billing/Collections (if applicable)

Note: This section is applicable only to those individuals that are responsible for billing and collections.

Initial Costs

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

- Hook-up fee
- Pre-payment for the first two weeks or month (if required)
- Equipment deposit (if required)

The Hook Up fee is typically between $25 and $100. The amount of the pre-payment for the first two weeks or month 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 such as the one below to monitor the payments history while assigned to the SCRAM Program.

Billing Worksheet

Month:

Client Name	Date On	Date Off	Total Days	Daily	Install	Total Due	Paid	Due		Total Days	Daily	Install	Fee	Days Owed	Owed	Carry Days
			Client							Agency						
Lisa Washington	2/4/2004	3/5/2004	30	$1	$0	$30	$30	$0	$25	30	$11	$50	$380	25	$325	5
William Thomas	2/5/2004	3/6/2004	30	$1	$0	$30	$30	$0	$24	30	$11	$50	$380	24	$314	6
Kenneth Davis	2/6/2004	3/7/2004	30	$1	$0	$30	$12	$0	$23	30	$11	$50	$380	23	$303	7
									$72	90		$150	$1,140	72	$942	18

Figure 10: Billing Worksheet

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.

$$Daily\ Rate = Hourly\ Wage$$

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.

Assign Equipment to Client

After the client's profile information has been entered, use the appropriate quick sheet to assign equipment.

Note: If a computer is NOT available where you are setting up the equipment, print the appropriate quick sheet.

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

Note: For those clients without an analog phone line that plug in the base station in a separate location to upload data, ensure that the device remains plugged in during the communication times specified in the Participant Agreement.

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

SCRAM EQUIPMENT INFORMATION	
Bracelet/Base Station Initialization Warning	Ensure that the bracelet and base station (if assigned) are at the appropriate state (Assigned to Client) before proceeding. If the initialization is NOT completed, once the base station is plugged in at the client's home, an alert will be generated every 10 minutes and the base station 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 base station are properly communicating during initialization.
Base Station Battery	The SCRAM Base Station requires electrical power and must be plugged into a wall outlet to operate. The SCRAM Base Station contains a backup battery and will function up to 48 hours during a power outage with a fully charged battery. During a power outage, to conserve battery power, some base-station functionality is disabled. It takes approximately 6 hours to fully charge a battery. AMS cannot ensure the backup battery is fully charged when you receive a Base Station.
Digital Phone Service	Generally speaking, if a standard residence telephone operates properly on your phone line, the SCRAM Base Station will function properly as well. If DSL Internet service is installed in the residence, purchase a DSL filter at your local electronics store. There are rare cases when the base station simply will not communicate over the client's phone line. These cases are usually related to: • Improper equipment installation or wiring, such as the base station being plugged into an inactive phone outlet. • Poor or degraded phone wiring in the client's home. • Abnormal switch settings with the client's local phone company.

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 the agreement include:

- Program Costs – Fees
- Required Communications
- Equipment Replacement Costs

- Filing of Criminal Charges

- Equipment Care/Replacement Restrictions

    o Banned Products

    o Tampering

    o Swimming and Bathing

    o Personal Hygiene

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.

An addendum is also available if the scheduled communication time is changed or if a new bracelet and/or base station is assigned to the client.

On-going 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

- Manually upload bracelet data

A physical inspection should be performed on the 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 and that no evidence of 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.

Replace CAM Bracelet

The SCRAM CAM 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, access the client's Equipment page, click the Replace (bracelet) link, and use the appropriate quick sheet to complete the replacement.

Replace Battery

If the SCRAM CAM Bracelet battery falls below an acceptable threshold, an alert is generated and the battery must be replaced. Click the Replace Battery link on the client's Equipment page and use the replace battery quick sheet.

Replace Straps

The straps on the CAM bracelet easily can be replaced without returning the bracelet to AMS. Use the Replace Bracelet Straps quick sheet, which is located in the Maintenance wizard.

Replace Base Station

A Replace Base Station quick sheet is located in the wizard. Use that quick sheet when performing the replacement.

Assign MultiConnect AW Wireless Device

You may choose to assign a MultiConnect AW wireless device to the client if an analog phone line is not available in the client's home. To assign the wireless device, click the **Assign MultiConnect** button and select the serial number of the wireless device being assigned.

Manually Upload Bracelet Data

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

- No analog phone line

- Multiple base stations in one household

- Repeated problems with uploading from the home

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.

Suspend All Communication Alerts

While a client is enrolled in the SCRAM Program, you can suspend the generation of Communication Alerts when the client is permitted to take a court–permitted vacation or furlough. To suspend the alerts, access the client's Equipment page, enter or select a date in the "Suspend all Communication Alerts until" field, and click the **Save** button.

Closing Client Tasks

Check In Equipment

When the client is being removed from the SCRAM Program, the equipment check-in procedure must be completed. Click the **Stop Monitoring** button on the clients Equipment page and follow the Check-in Wizard to complete the process. Follow the steps in the Equipment Check-in quick sheet to check in the equipment. You have the option of inactivating the client during the equipment check-in process.

Inactivate Client

You can inactivate the client at any time in SCRAMNET after you have checked in the equipment. If you attempt to inactivate the client before you have checked in the equipment, you will be prompted to do so before the inactivation process can be completed.

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.

Participant Exit Survey

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 base station. Use the Participant Exit Survey, available in English and Spanish, to gather the information from the client. You can find the survey:

- In the Customer Support section of OnTarget
- On the SCRAMNET Log-in page
- On the SCRAMNET Help page

SCRAM CAM + House Arrest Client Management

SCRAM House Arrest client management primarily entails addressing events or alerts that you receive via e-mail or text message, or appear in the Daily Summary Report.

Priority Notification

If you are performing client verification calls, execute the follow steps when you receive an alert:

1. Contact the client and investigate the suspected non-compliance event.
2. Note the results of the phone call in the client's House Arrest Event Log.
3. If a non-compliance event is confirmed, take the appropriate action.

If AMS is performing client verification calls, we will execute the following when an alert is received:

1. Immediately log into SCRAMNET and view the client's House Arrest Event Log, which will include a client verification note on that alert. AMS will call and document a statement obtained from the client.
2. To address the alert the next day, review the Daily Summary Report, which will include a client verification note on that alert.

Standard Notification

If you are addressing alerts:

1. Review the Daily Summary Report that you received via e-mail.
2. Contact the client regarding any event/alert that requires follow-up action.

3. Schedule meetings with those clients that must explain discrepancies between what is shown in the Daily Summary Report and their House Arrest schedule.

If AMS has performed client verification calls, you will:

1. Review the Daily Summary Report that you received via e-mail. Included in the report will be the results of all client verification calls that AMS performed for a particular event/alert.

2. Schedule meetings with those clients that must explain discrepancies between what is shown in the Daily Summary Report and their House Arrest schedule.

CLIENT TASKS

When a client is enrolled in the SCRAM Program, initial, on-going, and closing tasks must be performed. Let's begin with the initial tasks.

Initial Client Tasks

When a Judge directs that a client be electronic monitored (house arrest), that client's information, including SCRAM House Arrest-related information, must be entered into SCRAMNET. Once that is complete, a bracelet and base station are assigned to the client. The instructions for assigning equipment to an SCRAM House Arrest client are the same as assigning a bracelet and base station to a client being monitored for alcohol consumption only.

Enter Client Information

When entering client information in the Client Setup Wizard, the last section covers setting up SCRAM House Arrest services for that client. Let's discuss the different options available.

- **House Arrest** – If selected, this activates the standard SCRAM House Arrest next-day notify service. All designated clients will be monitored for both electronic and alcohol monitoring.

- **Priority Notification** – Designated Agent(s) will receive e-mail notification within 15 minutes of any selected alerts generated for clients. Alerts are also displayed, near real-time, in the client's House Arrest Event Log as well in the Daily Summary Report that is delivered daily.

- **House Arrest Parameters** – Four settings that pertain to leave times, RF range, and check-in call intervals.

- **Notification Parameters** – Allows you to set two leave and two return parameters that pertain to "Must Leave" leave windows only.

Set Up House Arrest Alert Types

If priority notification is activated for a SCRAM House Arrest client, you can customize the alerts that will be faxed or e-mailed. To access the alert-type list in the client area, click the **Alerts** tab then the **House Arrest Alert Types** sub-tab. When you access the House Arrest Alert Types panel, you may see alert types that are grayed out. These types

cannot be changed because that they have been previously activated at the Agency level. Click any alert type that you want faxed or e-mailed to the designated individuals.

Establish Client House Arrest Schedule

Immediately after adding a client into SCRAMNET, review the client to understand their daily, weekly, and monthly schedule then establish the client's House Arrest Schedule. This schedule should reflect any leave from the residence that has been authorized by the supervising authority.

Perform Phone Check

A phone check can be performed during the set-up process or at any time while a client is enrolled in the SCRAM Program. The check tests the phone circuitry in the base station by sending a signal to the base station and verifying that a confirmation is sent back.

Perform Range Test

A SCRAM equipment range test is performed at the client's home with the supervising authority present. This test ensures that any "dead" areas are identified and the client is aware of those areas.

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 device is lost, it is important to update SCRAMNET to reflect the lost unit.

RECEIVING, TRANSFERRING, AND RETURNING INVENTORY

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 equipment individually or in groups.

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.

After AMS Customer Services agrees that the equipment should be returned, an RMA number is assigned to each device.

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

ORDERING ADDITIONAL EQUIPMENT

AMS recommends that you maintain an inventory of at least 10% above the total number of devices 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, located on the SCRAMNET Help page, to order equipment.

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 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 device that is reflected in SCRAMNET. Each line item in the report has a check box so you can physically account for each device 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. Click the Inventory sub-tab.

4. Select the Inventory Tracking Report.

5. Select the appropriate option in the Device Type drop-down list if you are only performing a physical inventory for just the bracelet or base station.

6. Select an option in the Inventory Status drop-down list if you are performing a physical inventory for equipment with a specific status.

7. Select an option in the Location drop-down list if you are performing a physical inventory for equipment in a specific servicing location.

8. Print the report so you can use it to check off each unit as it is located.

9. 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.

Tasks	Weekday	Weekend
Provide technical support for customers.	X	X
Manage SCRAMNET environment, including daily data collection, backup, and storage.	X	X
Review and resolve all Scheduled Maintenance alerts.	X	No action taken by Data Analyst
Review and resolve all Equipment-Assignment alerts.	Performed by customer	No action taken by Data Analyst
Review and resolve all Communications alerts.	Performed by customer	No action taken by Data Analyst
Review all Potential Tamper alerts routed to AMS for confirmation then transfer to customer.	X	X
Provide final analysis and confirmation for Potential Tamper alerts.	X	X Confirmation appears on Customer's Workload Page
Review all Alcohol Detected alerts.	X	X
Provide final analysis and confirmation for Alcohol Detected alerts.	X	X Confirmation appears on Customer's Workload Page
Review all Equipment Alerts. Resolve and notify customer of required action and authorization to return, if necessary.	X	No action taken by Data Analyst

Tasks	Weekday	Weekend
Consolidate workload for customer and prepare Daily Action Plan for immediate customer follow up by 10AM.	X	X
Prepare reporting for confirmed drinking events and tampers by generating a Non-Compliance Report.	X Upon request and as needed	
Assist customer in generating reports for client and inventory management.	X Upon request and as needed	
Provide legal documentation and expert testimony for legal proceedings as deemed necessary at the current fee.	X Upon receipt by AMS of a Request for Testimony Form and as needed	

CUSTOMER EQUIPMENT ORDER POLICY

AMS continues to obtain requests for equipment beyond the standard bracelet and base station 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 with each new order as spares at no charge.

Bracelet Batteries – Two batteries will be sent with every new order and one battery with each replacement order at no charge. Each month or quarter, 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 Base Station 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.

AMS reserves the right to increase the prices based on the changes in suppliers and costs. Customers will promptly be notified of any price increase in a timely manner.

EQUIPMENT REPLACEMENT POLICY

AMS warrants that the bracelet and base station 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 equipment 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 bracelet. In other words, AMS will **NOT** testify in court that the readings generated by a damaged bracelet are reliable and accurate or that the bracelet was working according to manufacturing specifications.

EQUIPMENT WITH RMA – "IN INVENTORY" STATUS POLICY

When an RMA is issued for a bracelet or base station, AMS immediately replaces each failed device with an operational device. AMS requires that all failed devices be returned for refurbishment as soon as possible.

If any failed device is unused for a period of 30 days or greater and is NOT returned to AMS, the following actions will be taken:

- The AMS Inventory/Order Management Specialist will contact you and/or your Account Manager with a list of all equipment in question and ask you to perform an inventory reconciliation to determine the location of the failed devices and return them within five business days or change the status of each failed device to "Lost".

- If any device remains unreturned after five days, the AMS Order/Inventory Management Specialist will change the status to "Lost". Changing the status of the failed device to "Lost" will reduce your inventory net commitment.

- If you recover a failed device, update the status to "In Inventory", then "In Transit to AMS", and return it to AMS.

EQUIPMENT WITH RMA – "IN TRANSIT TO AMS" STATUS POLICY

When an RMA is issued for a bracelet or base station, AMS immediately replaces that failed device with an operational device. AMS requires that all failed devices be returned for refurbishment as soon as possible.

AMS requires that each failed device being returned to AMS be placed in the "In Transit to AMS" status. Changing the status requires that a valid Fed Ex Tracking number be entered in SCRAMNET.

If any failed device is in the "In Transit to AMS" status for more than 14 days and has NOT been returned to AMS, the following actions will be taken:

- The AMS Inventory/Order Management Specialist will contact you and/or your Account Manager with a list of all equipment in question and ask you to provide a valid Fed Ex tracking number for each failed device within five business days of the request.

- If you have a valid tracking number, the AMS Order/Inventory Management Specialist will track the order using the Fed Ex website to determine the status of the shipment.

- If proof of receipt is found or if Fed Ex makes a delivery error, AMS will remove the lost equipment from SCRAMNET and scrap the failed device(s) using the Manufacturing Scrap Process. AMS will not reduce your inventory net commitment, and will replace the equipment a second time.

- If proof of receipt is not found or if the equipment was delivered to an incorrect address due to an error on your part, i.e., Fed Ex indicates that the equipment was delivered to another vendor, AMS will change the status of all missing devices to "Lost", which will reduce your inventory net commitment.

- If the customer does not have proof of shipment via a valid Fed Ex Tracking number, AMS will change the status of all missing devices to "Lost", which will reduce your inventory net commitment.

DAMAGED EQUIPMENT POLICY

Damaged equipment is very costly for 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 base station** – 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 base station 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:

Bracelet	$1,200.00
Base Station	$400.00
Straps	$60.00

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 the SCRAM Program, 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 AMS Customer Services at 1-303-785-7879 or e-mail us at support@alcoholmonitoring.com.

BILLABLE DAMAGE POLICY

It is AMS policy to bill a customer when a bracelet, base station, or wireless device is returned in a condition that is recognized as billable damage as defined below:

Definition of Billable Damage: An Alcohol Monitoring System supported product returned by a customer defective due to improper use or installation, damage, accident, abuse, or alteration.

Damaged SCRAM Bracelet

1. **Liquid Damage:** Any bracelet that has come in contact with enough liquid to cause equipment malfunction. The bracelet will be determined as "Billable Damage Submersion" if there is visible liquid residue in the bracelet to an extent that has caused significant corrosion or has been in contact with an interfering substance that is deemed un-cleanable.

   a. Galvanic corrosion on circuit boards and electrical components. These circuit boards will have excessive corrosion visible on traces and/or components. This is caused when excess liquid is introduced and can be caused by submersion where liquid becomes trapped inside the bracelet. Corrosion will cause component failure, weakening or broken traces, and differences in potential.

   b. Submerged in an unsanitary or un-cleanable substance. This category holds bracelets that have come in contact with a liquid substance other than water that has clogged or disabled the unit functionality (example: submerged in paint or oil based substances).

   This category also includes a bracelet that has been intentionally contaminated with an unsanitary or bio-hazardous substance (dropped into a toilet, etc.).

Figure 11: Corrosion Due to Submersion

2. **Tampered:** Any bracelet that has been tampered with by someone that is not an authorized AMS repair worker.

   a. Tampered abuse would include any entry or attempted entry where there is damage from prying or cutting. This will also include any entry by removal of any of the four security screws on the bottom of the unit.

   b. Suspected intentional damage- Damage done to a bracelet that appears to be intentional. This is recognized by any damage such as drilled holes, sharp impact points, or cut areas on the bracelet.

Figure 12: Damage Due to Tampering

3. **Crushed**: Any bracelet that is crushed such that the damage could not have been caused by normal wear and tear.

   Crushed units will include bracelets that have extensive damage to the plastics or PCB boards such as cracks, cuts, smashed, shattered, or warping.

Figure 13: Damage Due to Crushing

4. **Fire Damage**: Any bracelet that has been damaged in a fire or chemical reaction where the bracelet has come in contact with intense heat noticeable from melted plastics.

Figure 14: Damage Due to Burning

Damaged SCRAM Base Station:

Physical Damage: Any base station that has been damaged by dropping, throwing, burning, or any other activity intended to damage the device.

Figure 15: Damage Due to Throwing

Figure 16: Damage Due to Dropping

Damaged MultiConnect AW Wireless Device

Physical Damage: Any wireless device that has been damaged by dropping, throwing, burning, or any other activity intended to stop the device from uploading data to SCRAMNET. This includes breaking off the attached antenna.

LOST 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 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

A minimum of two (2) weeks' notice is required for all court testimony requests. If the customer provides less than two weeks' notice, AMS will evaluate the request and try to accommodate the customer on a case by case basis.

AMS provides several levels of Court Testimony Support when a client has been in violation of their SCRAM program.

- Formal Court Report: This customized report may be drafted by a Data Analyst or Court Support Designee then reviewed by a Court Support Designee. The Formal Court Report will contain technology details, violation details, and summary of the offense(s) documentation for presentation during the court

hearing. As well as other technical documentation supporting our SCRAM technology and monitoring network.

- Telephonic Testimony: Data Interpretation is performed by the Court Testimony Coordinator or Court Support Designee who has been trained in court testimony. This level of testimony will include the analysis of the alert in question, but will not include testimony on the Engineering and technological components of the SCRAM system.

- Video Testimony: Data Interpretation through the use of Internet conferencing tools is performed by the Court Testimony Coordinator or Court Support Designee who has been trained in court testimony. This level of testimony will include the analysis of the alert in question, but will not include testimony on the Engineering and technological components of the SCRAM system.

- In Person Testimony (Data Interpretation): Data Interpretation in person is performed by the Court Testimony Coordinator or Court Support Designee who has been trained in court testimony. This level of testimony will include the analysis of the alert in question, but will not include testimony on the Engineering and technological components of the SCRAM System.

- In Person Testimony (Daubert/Frye): Daubert/Frye Level hearings is performed by the CTO or Certified Expert Witness in which the SCRAM technology needs to be validated and established as an accepted technology and science within the court or judicial system of the customer.

AMS believes that the customer who has completed Level 2 Training: SCRAM CAM Advanced Systems Operations/Court Testimony 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 previously been established during a Frye/Daubert hearing as an accepted technology and science in the court or judicial system, and the customer still requests an AMS expert witness.

If you have any questions, please call Customer Services at
(303) 785-7879 or e-mail us at support@alcoholmonitoring.com.

CONSUMABLES ALLOCATION POLICY

AMS provides consumables to our customers based on their current mode of utilization (whether SCRAM CAM only or CAM + House Arrest). The policy is:

One battery/faceplate kit for every 90 days of monitoring for the previous month.

For example, if a customer had 10 clients monitored for the month of March, the formula would be:

10 (number of clients) x 31 (days in the month) = 310 (monitored days)/90 (time frame) = 3 battery/faceplate kits

In addition to providing free battery/faceplate kits, AMS also provides one strap kit for every 10 battery/faceplate kits provided to the customer on a monthly basis.

HEALTH AND SAFETY NOTICE

MEDICAL WARNINGS

- Certain medical conditions may prevent wearing of a SCRAM bracelet. If you have experienced or been diagnosed with any of the following conditions, you should consult a doctor before attempting to wear a SCRAM CAM, HA, or GPS bracelet.

    - Circulation problems
    - Neuropathy
    - Deep Vein Thrombosis
    - Leg ulcers
    - Tendonitis
    - Diabetes
    - Pregnancy
    - History of Swelling
    - Nickel or other metal allergies

- Some side effects may occur when beginning to wear a bracelet even if you have not experienced any of the conditions above. If you experience any of the following conditions, you should immediately **cut the strap** and remove the bracelet from skin contact. Then contact your supervising authority for further instructions.

    - Sores
    - Open wounds
    - Bruising
    - Severe irritation or redness

MEDICAL EMERGENCIES

- Immediately **cut the strap** and remove the bracelet if a medical emergency, safety issue or severe side effect occurs. Then contact your supervising authority.

COMPATIBILITY WITH MEDICAL DEVICES

- SCRAM products may not be compatible with medical devices such as pacemakers or other implanted medical devices. Consult with your medical device installer before using a SCRAM product. Technical specifications are available upon request.

GENERAL SAFETY INSTRUCTIONS

- Do not use SCRAM products in environments where explosive vapors may exist.

- Follow your employer's rules to avoid any hazards of wearing SCRAM bracelets when working around machinery or ladders.

- Immediately **cut the strap** and remove the bracelet if you suspect its battery has leaked. Wash affected area and clothing. Then contact your supervising authority.

- Do not submerge the SCRAM CAM bracelet under water.

PERSONAL HYGIENE

- Clean around and underneath the SCRAM bracelet each day as a part of a shower. Use mild soap, rinse thoroughly, and dry. Inspect the area for skin redness, sores, or bruising. Do not submerge the SCRAM CAM bracelet under water.

- Breath tubes for SCRAM Remote Breath come sealed in sanitary packages. Do not use a breath tube if not received in a sanitary package. Clean breath tubes periodically with soap and water or in a dishwasher. Obtain new tubes as needed from your supervising authority.

PRECAUTIONS AND INSTRUCTIONS FOR INSTALLERS

- Wear gloves and a facemask when installing bracelets or when handling bracelets that have not been cleaned and disinfected. This will minimize the risk of contracting communicable diseases.

- Do not install SCRAM bracelets too tightly. The wearer should easily be able to insert their fingers between the bracelet and skin in to clean underneath.

- Properly clean and disinfect all SCRAM bracelets before installation using instructions provided on the SCRAMNET Help page.

- MRI machines and other medical machines produce magnetic fields that may not be compatible with SCRAM products. SCRAM data may become corrupted or lost. Always inform the machine operators of your SCRAM bracelet.

- Medical alert systems may not function or call for help when a SCRAM Base Station is used. Consult your medical alert system provider to determine if the SCRAM Base Station will affect it. Technical specifications are available upon request.

- Replace CAM and HA batteries as recommended by SCRAMNET or SCRAM Systems customer service. Always use 3V lithium CR2 batteries in SCRAM CAM or HA.

- Do not reuse or attempt to recharge SCRAM CAM or HA batteries.

- Replace SCRAM Base Station and RB batteries when they can no longer hold a charge. Always use replacement batteries provided by SCRAM systems.

- Do not attempt to replace a SCRAM GPS bracelet battery.

CUSTOMER COSTS POLICY

Bracelets Returned Without RMA Number

AMS will charge $220.00 for each bracelet returned without an RMA number assigned. These charges will be assessed on a monthly basis through our normal invoicing process. Keep in mind that AMS can still process RMA requests over the phone.

Manual Equipment Check Ins

As you know, you can check in your SCRAM equipment using a wizard in SCRAMNET. Performing your own equipment check-ins ensures that billing is stopped when the client should no longer be monitored versus when the equipment is retrieved or removed. AMS will charge $20.00 for each request to check in equipment manually.

Court Testimony

For each AMS corporate or expert witness resource requested, AMS will charge $1,400.00 for each hearing. For each AMS field resource requested, AMS will charge $700.00 for each hearing. Please note that once the appropriate resource is traveling (plane or car), the fee has been incurred, even if the testimony does not take place. The table below explains the cost structure for court testimony.

Court Testimony Support	Costs
Telephonic Testimony – Telephone or video conferencing support	Free
AMS Field Resource	$700.00
AMS Corporate Resource/Expert Witness	$1,400.00

A Prosecutor Questions document is available on the SCRAMNET Help page. The document contains the more common questions that you can expect to be asked by a prosecutor when testifying.

<u>**Training Fees**</u>

The following fee structure applies to the various training options provided by AMS.

SCRAM SYSTEMS UNIVERSITY ONLINE COURSES	
All Training	Free of charge
INSTRUCTOR LED COURSES	
Level 1 Training: Basic System Operations *AMS Headquarters, Denver, CO*	
Training Class Fee per Attendee	$150
Three or More Attendees From the Same Customer	$400
Level 2 Training: Advanced System Operations/Court Testimony *Regional Locations*	
Training Class Fee/Attendee	$299
ON-SITE INSTRUCTOR-LED TRAINING *Customer Sites*	
Training Class Fee per Attendee	$150
Instructor Travel and Expenses	Capped at $1,200

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 17: Report Filters

Call Center

Reports at the call center level are broken down into four groups. They are:

- Operations
- Management
- Inventory
- Billing

Let's start with the operations reports.

OPERATIONS REPORTS

Active Clients Without Equipment Report

The Active Clients Without Equipment Report lists all active clients that have no equipment assigned to them.

Activity By Agency Report

The Activity by Agency Report supplies different alert summary numbers for positive, tamper, and equipment alerts for a client during a specified date range.

Client Office Download Schedule Report

The Client Office Download Schedule Report lists all of the manual data upload days for each client in an agency.

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.

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

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

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.

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

Clients Added/Removed Report

The Clients Added/Removed Report supplies the user with a list of who has been added and who has been removed from the SCRAM Program during a specified period of time.

Communication Alert Contact Report

The Communication Alert Contact Report provides the phone number for every client that has had a Critical Communications or a Communications alert for a specified period of time.

MANAGEMENT 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.

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.

House Arrest Usage By Agency Report

The House Arrest Usage by Agency Report provides client change-in-status data for a given agency.

House Arrest Usage By Court Report

The House Arrest Usage by Court Report provides client change-in-status data for a given court.

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.

Monthly Service Level Detail Report

Grouped by agency, the Monthly Service Level Detail Report displays the number of SCRAM and SCRAM House Arrest clients.

Call Verification Summary Report

The Call Verification Summary Report lists all clients that have been designated for verification calls.

MultiConnect Summary Report

The MultiConnect Summary Report, which is sorted by agency, displays the number of days that a MultiConnect AW wireless device has been assigned to a client.

INVENTORY REPORTS

Current Inventory Report

The Current Inventory Report sorts your entire inventory by servicing location and status at the time the report is run.

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 base stations.

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 base stations 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.

Equipment By Status Report

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

- 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.

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.

BILLING REPORTS

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 your AMS Account Manager 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 Bracelet assigned for all or part of the month.

- Agency in which client is assigned

- Client name

- Bracelet serial number

- Checkout Date – Date equipment assigned to client

- Check in Date – Date equipment removed from client

- Days Assigned for Month

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 is 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.

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.

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.

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.

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.

Agency

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

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

- House Arrest Usage by Agent
- Agency Activity
- House Arrest Daily Summary

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.

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.

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

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.

HOUSE ARREST USAGE BY AGENT REPORT

The House Arrest Usage by Agent Report provides SCRAM House Arrest client change-in-status data for a given agent.

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.

HOUSE ARREST DAILY SUMMARY REPORT

The House Arrest Daily Summary Report, which contains schedule and event information for each SCRAM House Arrest client in an agency, is auto-generated each morning and e-mailed to all designated individuals.

Agent

CLIENT SUMMARY FOR AGENT REPORT

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

Client

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

CLIENT REPORT

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

NON-COMPLIANCE REPORT

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

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.

HOUSE ARREST SCHEDULE REPORT

The House Arrest Schedule Report lists all of a SCRAM House Arrest client's authorized leave windows for a given week.

Equipment Damage

### 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.

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.

Forms

"The fragrance always remains…"
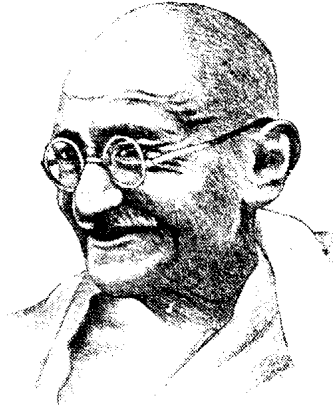
"…on the hand that gives the rose."

Gandhi

Customer

AGENCY COMPLIANCE POLICY

The Agency Compliance Policy Form states the situations in which the supervising authority contacts:

- The client
- The client's agent

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.

SCRAM REFERRAL DIRECTIVE

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

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.

Agent

SCRAM BRACELET DISINFECTING KIT INSTRUCTIONS

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

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.

CUSTOMER EQUIPMENT ORDER FORM

Complete the Customer Equipment Order Form, located on the SCRAMNET Help page, 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.

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.

SCRAM MONTHLY BILLING WORKSHEET

The Monthly Billing Worksheet 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.

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.

Type of Alert/Non-Compliance	First Event	Second Event*	Third Event*
Positive Alcohol Detection			
Data Shows Topical Use	1. Operator calls client to determine problem 2. Client warned of possible non-compliance event 3. Information included in daily report to District Attorney (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	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
	Below .02 TAC	**Between .02 and.08 TAC**	**Above .08 TAC**
Data Shows Consumption	1. Operator calls client to advise that alcohol detected and to warn client of possible non-compliance event 2. DA notified immediately 3. Confirmation report sent to DA, upon receipt	1. DA advised immediately 2. Client contacted as directed by DA 3. Confirmation report sent to DA, upon receipt	1. DA advised immediately 2. Client contact as directed by DA 3. Confirmation report sent to DA, upon receipt

<table>
<tr>
<td colspan="4" align="center">Tamper
(IR and Temp readings show object placed between leg and bracelet)</td>
</tr>
<tr>
<td>Suspected</td>
<td>
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
</td>
<td>
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 and request directions
</td>
<td>
1. Operator calls client to determine problem
2. Client directed to download within four hours or to report to Operator to download
3. Client warned of possible non-compliance event
4. Notice to DA of repeated non-compliance events and request directions
</td>
</tr>
<tr>
<td>Confirmed</td>
<td>
1. Operator immediately notifies DA
2. Incident report sent to DA upon receipt from AMS
3. Equipment returned to Operator for testing by AMS received according to company policy to preserve chain of custody
</td>
<td>See First Event</td>
<td>See First Event</td>
</tr>
</table>

Type of Alert/Non-Compliance	First Event	Second Event*	Third Event*
Communication Error/Interruption **(communication attempted but transmission problem)**			

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

Type of Alert/Non-Compliance	First Event	Second Event*	Third Event*
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 **(no communication attempted)**			
24 Hours	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
48 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 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

Type of Alert/Non-Compliance	First Event	Second Event*	Third Event*
More Than 48 Hours	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	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	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
Type of Alert/Non-Compliance	**First Event**	**Second Event***	**Third Event***
Failure to Pay Fees			
Overdue With No Balance Due	1. Operator calls client to remind of re-payment first day overdue 2. Payment arrangements made 3. Client warned that failure to pay may result in termination of service and report as non-compliance event	1. Operator calls client to remind of re-payment first day overdue 2. Payment arrangements made 3. Client warned that failure to pay may result in termination of service and be reported as a non-compliance event to DA 4. Information included in daily report to DA	1. Operator calls client to remind of re-payment first day overdue 2. No payment arrangements accepted; due in full immediately or client to return equipment same day 3. Client advised that failure to pay will be reported as non-compliance event 4. DA advised that if payment not received, monitoring services will be terminated immediately

Type of Alert/Non-Compliance	First Event	Second Event*	Third Event*
Overdue With Balance Due	1. Operator calls client to remind of re-payment first day overdue 2. No payment arrangements accepted; due in full immediately or client to return equipment same day 3. Client advised that failure to pay will be reported as non-compliance event 4. DA advised that if payment not received, monitoring services will be terminated immediately	See First Event	See First Event
Failure to Maintain Phone Line for Data Transmission			
	1. Operator notifies client via alternate phone or mail 2. Client warned of possible non-compliance event 3. Information included in daily report to DA	1. Operator notifies client via alternate phone or mail 2. Client warned of possible non-compliance event 3. Information included in daily report to DA	1. Operator advises DA that services are suspended 2. Letter to client advising that services are suspended and that the DA has been notified

Type of Alert/Non-Compliance	First Event	Second Event*	Third Event*
Failure to Maintain Current Contact Information			
	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	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	1. Operator advises DA that services are suspended 2. Letter to client advising that services are suspended and that the DA has been notified
Failure to Follow Other Requirements of Participant Agreement			

	1. Operator calls client to determine problem
	
	2. Client warned of possible non-compliance event
	
	3. Information included in daily report to DA
		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
			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

Appendix B – Glossary of Terms

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.

Term	Definition
Agency	An agency is typically a government organization that partners directly with AMS to manage clients enrolled in SCRAMNET.
Agent	An agent is the individual that manages clients enrolled in the SCRAM Program.
Alert	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: • Positives • Tampers • Communications • Equipment Alerts • Equipment Assignment • Scheduled Maintenance
Call Center	A Call Center is a level on SCRAMNET reserved for those supervising personnel that manage multiple agencies.
Caseload	A caseload is a group of active clients being managed by an Agent or Agent Supervisor.
Client	A client is an individual that has enrolled in the SCRAM Program.
Compliance	The term 'compliance' denotes the status of a client that is in full conformity with the terms of the SCRAM Participant Agreement.
Customer	A customer is anyone with whom AMS may have a business partnership, such as a Service Provider, Agency, or Court.
Judicial	The Judicial area of the site is specific to court and judge management.
Non-compliance	The term 'non-compliance' denotes the status of a client that is NOT in conformity with the terms of the Participant Agreement.
Offender	An offender is a client that has been assigned to comply with the terms of the SCRAM Participant Agreement.

Region	The Region area of SCRAMNET provides a way for a customer (normally a national organization) to group different business units.
Scheduled Maintenance	The SCRAM Bracelet requires schedule maintenance. An alert is generated, informing you that scheduled maintenance is required.
Service Provider	A Service Provider is usually a private enterprise that manages and monitors clients for an Agency.
Servicing Location	A Servicing Location is a facility, such as an office, that is used to manage clients and SCRAM equipment.

SCRAM House Arrest Events/Alerts

MOVEMENT

- **Failed to Leave** – Generated when the client does NOT leave the home by the start time of a "Must Leave" leave window.

- **Failed to Return** – Generated when the client does NOT return to the home by the end time of a "May Leave" or "Must Leave" leave window.

- **First Found-Bracelet in Range** –

- **Late Leave** – Generated when the client leaves the home after the start time of a "Must Leave" leave window.

- **Late Return** – Generated when the client returns to the home after the end time of a "May Leave" or "Must Leave" leave window.

- **Leave** – Generated when the client leaves home during an authorized leave window.

- **Return** – Generated when the client returns to the home during an authorized leave window.

- **Return from Unauthorized Leave** – Generated when the client returns to the home from an unauthorized leave, unless that client returns during an authorized leave window.

- **RF Range Updated** – Generated after the range on the base station is updated.

- **Unauthorized Leave** – Generated in SCRAMNET when a client moves outside the range of the base station at a time when that client is not allowed to do so.

- **Unauthorized Return** – Generated when the client returns to the home before the end time of a "Must Leave" leave window.

- **Variable Leave Time Updated** – Generated when the variable leave setting in the base station is updated.

EQUIPMENT

- **Base Station Self-Test Failure – Replace** – Generated when any base station component fails a self-test.

- **Bracelet Self-Test Failure – Replace** – Generated when any bracelet component fails a self-test.

- **Client Parameters Sent to Bracelet** – Generated when the base station sends client parameters to the bracelet.

- **House Arrest Mode Activated** – House Arrest is activated on the bracelet.

- **House Arrest Mode Deactivated** – House Arrest monitoring is deactivated on the bracelet.

- **Extended Pending Assignment – Base Station** – Generated when the base station isn't put into the "Assigned to Client" status within 24 hours after being put in the "Pending Assignment" status.

- **Installation Complete** – Generated when all installation tasks have been successfully completed.

- **Installation Incomplete** – Generated when one or more of the installation tasks have not yet been completed.

- **Extended Pending Assignment** – Bracelet – Generated if the bracelet is not set to the "Assigned to Client" status within 24 hours of being put into the "Pending Assignment" status.

- **Log Buffer Overflow-Base Station** – Generated when the buffer log in the base station is full.

- **Log Buffer Overflow-Bracelet** – Generated when the buffer log in the bracelet is full.

TAMPER

- **Base Station Housing Tamper** – Generated when the base station detects that the battery cover is not properly attached.

- **Base Station Housing Tamper Restored** – Generated when the base station detects that the cover has been correctly installed.

- **Bracelet Strap Closed** – Generated when the base station receives the date and time that the cut strap was replaced.

- **Bracelet Strap Opened** – Generated when the base station receives the date and time of the suspected tamper.

- **Bracelet Strap Remains Open** – Generated 24 hours after a Bracelet Strap Opened event/alert and will reappear every 24 hours until the straps are replaced.

- **Detected RF Hacking** – Generated when a client attempts to mimic or "hack" the RF signal being sent from the bracelet to the base station.

- **Open Strap Detected** – Generated immediately after the base station detects that the bracelet straps have been cut.

COMMUNICATION

- **Base Station Called From Unknown Number** – Generated when the phone number that the base station calls in from does not match the phone number that was entered in SCRAMNET.

- **Base Station Called From Wrong Number** – Generated if the phone number that the base station calls in from does not match the number that was entered in SCRAMNET.

- **Check In Call** – Generated when the base station check-in call is successful.

- **Communication Session Lost** – Generated when a communication between the base station and SCRAMNET is interrupted.

- **Host Line Busy** – Generated when there is a busy signal when the base station attempts to communicate with SCRAMNET.

- **Host Line No Answer** – Generated when there is no answer when the base station attempts to communicate with SCRAMNET.

- **Initial Baseline Reading Taken** – Generated when the bracelet takes the first alcohol reading.

- **Line In Use** – Generated when the client's phone is in use when the base station attempts to communicate with SCRAMNET.

- **Missed Check-in Call** – Generated when SCRAMNET does NOT receive a check-in call from the base station.

- **No Dial Tone** – Generated when no dial tone is detected when the base station attempts to communicate with SCRAMNET.

- **Phone Test Failed** – Generated when a phone test is unsuccessful.

- **Phone Test Failed. No Phone Line Found** – Generated when the phone line is not plugged in when a phone test is requested.

- **Phone Test Passed** – Generated when a phone test is successful.

- **RF Two-Way Completed** – Generated when the bracelet RF communication was successful while connected to Direct Connect.

- **Telephone Loss** – Generated when the phone line in the client's home is not functioning properly.

Telephone Restore – Generated when interrupted phone service has been restored.

POWER

- **AC Power Loss** – Generated when the base station loses AC power.

  Note: If the MultiConnect AW wireless device is being used for an SCRAM House Arrest client, the AC Power Loss alert is your only indication that the

client may be attempting to leave the home with the equipment without being detected. In this scenario, select the "Power Loss" and "Power Restore" alert check boxes on the House Arrest Alert Types page. Once selected, you will be notified within 15 minutes that the base station has been unplugged. You can then immediately follow up with the SCRAM House Arrest client and determine why the base station lost power.

- **AC Power Restore** – Generated when AC power is restored to the base station.

- **Base Station Battery Disconnect** – Generated then next phone call after the battery power is reported as depleted.

- **Base Station Battery Installed** – Generated when the base station battery is installed.

- **Base Station Battery Missing** – Generated when the base station battery is removed.

- **Base Station Battery Not Charging** – Generated when battery is unable to recharge.

- **Base Station Battery Depleted** – Generated just before the battery power is disconnected.

- **Low Base Station Battery** – Generated when the base station battery falls below the operational threshold.

- **Low Bracelet Battery** – Generated when the bracelet battery falls below the accepted threshold.

- **No AC Power** – Generated when AC power to the base station is lost.