

## SCRAM TouchPoint

The SCRAM TouchPoint mobile app enhances communication between clients and officers while making community corrections programs more efficient. TouchPoint works with an agency’s existing SCRAM electronic monitoring caseload, and data from the app integrates seamlessly with our software solutions to help enhance supervision and save officers time on client engagement tasks. TouchPoint can also be used as a standalone monitoring and engagement tool for low-risk clients in probation, pretrial, and parole programs.

## SCRAM TouchPoint Location Services

- **SCRAM TouchPoint Location Verification** is a built-in service available to all TouchPoint customers that provides monitoring agents with the ability to identify the location of the client’s smartphone at a single point in time via a “Locate Now” feature.
- **SCRAM TouchPoint Location Tracking** is an additional service that, when activated and enabled, provides monitoring agents with continuous tracking of the client’s smartphone location by requesting location points from the smartphone at a designated interval, from every five minutes to every two hours.

## Comparison of SCRAM TouchPoint Location Services

Feature	Location Verification	Location Tracking
<b>Purpose</b>	Provides a one-time location and timestamp of a client’s phone.*	Continuously captures location data* at set intervals.
<b>How it Works</b>	Initiated through the “ <b>Locate Now</b> ” option in SCRAM Optix.	Runs automatically based on a set frequency (every 10 minutes, e.g.).
<b>Real-Time Capability</b>	Yes – a single point-in-time snapshot.*	Yes – <b>Pursuit Mode</b> captures location every minute for 15 minutes.*
<b>Enablement Scope</b>	Enabled or disabled at the caseload level but can be customized per client.	Requires caseload-level enablement; works for clients under that caseload.
<b>Use Case</b>	Quick check-in on a client’s location.*	Ongoing monitoring or real-time tracking during specific situations.*
<b>Program Requirements</b>	Available in TouchPoint; no special caseload setup needed.	Must be activated and enabled at the caseload level to function.

\*Dependent upon the client downloading and installing the SCRAM TouchPoint mobile app and Location Services being enabled on the client’s smartphone.

SCRAM TouchPoint Location Verification and Location Tracking cannot be enabled simultaneously.