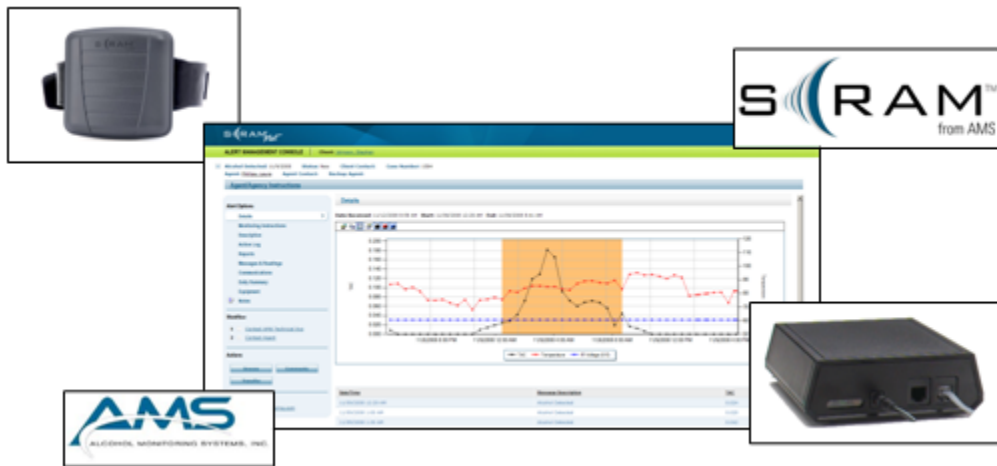




SCRAM Operations Guide



Presented by Alcohol Monitoring Systems, Inc.



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FCC Compliance Statement

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

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

Revision History

Revision Number	Owner	Description	Date
1.0	Kerry Benham	Initial version	4/6/2005
1.1	Kerry Benham	Added roles and responsibilities content.	4/22/2005
1.2	Kerry Benham	Inserted three client reports. Inserted Billing Report. Inserted the SCRAM Participant Agreement. Inserted new Upload Instructions. Made several minor edits.	5/17/2005
1.3	Kerry Benham	Changed reference to price sheet. Inserted Multiple Modem in Same Household procedure. Updated graph images.	7/12/2005
1.4	Kerry Benham	Updated equipment replacement costs.	8/12/2005
1.5	Kerry Benham	Inserted SCRAM performance parameters. Replaced Battery Allocation Policy.	9/2/2005
1.6	Kerry Benham	Incorporated all release 3.1 changes.	2/1/2006

Revision Number	Owner	Description	Date
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2.3	Kerry Benham	Inserted text regarding contacting AMS to reinitialize the bracelet any time that the bracelet is removed or resized.	1/15/2009

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Introduction and Overview

"To be or not to be..."



"...the best Service Provider or Agency you can be!"

William Shakespeare

Introduction

PURPOSE

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

"How will client non-compliance events be handled as they occur?"

"What organizational structure best fits my business model?"

"How is training conducted?"

"How do I inform the court if an offender violates the Participant Agreement?"

The information in this document is designed to be a "process and procedure" reference guide as you establish your normal methods of doing business. The purpose of this guide is to provide you with information that has facilitated other customers as they implemented their SCRAM Program. The examples and information included in this document should prevent you from having to re-invent the wheel or building process, procedures, or documents with no documentary support.

The following flow illustrates the bi-directional activities, interactions, and communications that are necessary on a daily basis.

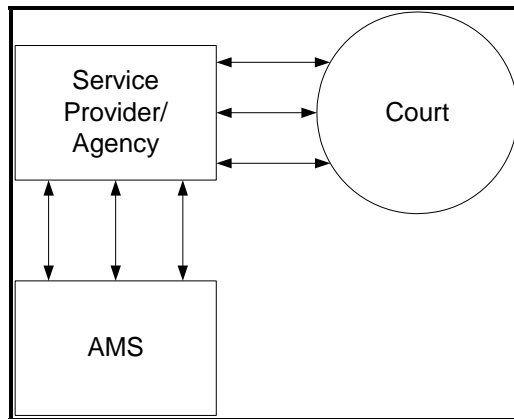


Figure 1: Information Flow

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. SCRAM is designed specifically for long-term monitoring of alcohol offenders, delivering the best offender management tool yet for assessing alcohol problems, detecting alcohol consumption 24 hours a day, and ultimately deterring them from drinking while they are on the road to recovery.

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

THE SCRAM SYSTEM

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

- The SCRAM Bracelet
- The SCRAM Modem
- SCRAMNET

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

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

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

HOW SCRAM WORKS

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

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

SCRAM is a pioneer product that incorporates technology using the science of transdermal testing to determine a person's Blood Alcohol Concentration (BAC) level.

Literally translated, transdermal means “transfer through the skin”. SCRAM measures insensible perspiration, which is the constant, unnoticeable excretion of sweat through the skin. The average person emits approximately one liter of insensible perspiration each day. SCRAM measures the ethanol gas in this insensible perspiration, which is a predictable result of alcohol consumption. The SCRAM Bracelet takes this measurement by pulling a sample of air from the area above the skin into a chamber with an electrochemical sensor.

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

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

SCRAM BRACELET

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

SCRAM MODEM

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

SCRAMNET

- Easy-to-use, web-based application that is managed by AMS—no software installation or IT support
- Receives encrypted data from the SCRAM Modem or Direct Connect and stores it in a secure, central location
- Can be accessed around-the-clock, from any location, using a standard web browser

- Allows a monitoring agency to easily customize the testing, synchronization, and reporting schedules from each individual subject
- Automatically notifies the supervising agency of any possible alcohol readings, tamper alerts, or equipment malfunctions
- Delivers customized reports, allowing agencies to determine compliance or noncompliance based on fact-based, verifiable data
- Provides the ability to cost-effectively monitor and manage thousands of offenders simultaneously

Client Management

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

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

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

Inventory Management

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

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

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

DIRECT CONNECT

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

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

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

SCRAM PERFORMANCE PARAMETERS

AMS monitors SCRAMNET for accessibility 24 hours a day, 7 days a week. Internal systems and AMS staff perform the necessary monitoring. In addition, all system servers are monitored to ensure that usage and storage capacities are not exceeded.

Communication logs are also checked frequently for any interruption in service between the modems and the network. If SCRAMNET becomes non-operational, AMS customers are properly notified. AMS has developed contingency and backup plans to ensure that any business disruption caused by a server malfunction is minimal.

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

Additional Information

LIST OF ACRONYMS

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

Acronym	Definition
AMC	Alert Management Console
AMS	Alcohol Monitoring Systems
BAC	Blood Alcohol Concentration

BrAC	Breath Alcohol Concentration
IR	InfraRed
MSDS	Material Safety Data Sheet
RF	Radio Frequency
RMA	Returned Merchandise Authorization
SCRAM	Secure Continuous Remote Alcohol Monitor
TAC	Transdermal Alcohol Concentration
URL	Uniform Resource Locator

TERMINOLOGY

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

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: <ul style="list-style-type: none">• Positives• Tamperers• Communications• Equipment Alerts• Equipment Assignment• Scheduled Maintenance
Call Center	A Call Center is a level on SCRAMNET reserved for those Service Providers 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.

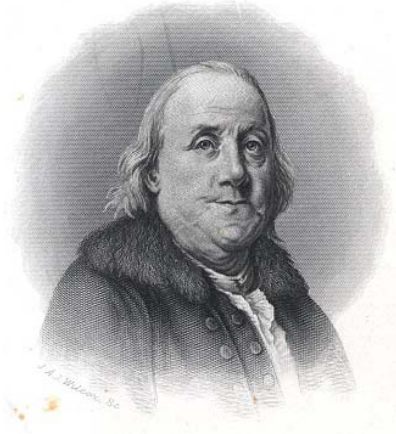
IMPORTANT COMMUNICATION INFORMATION

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

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

Business Guidelines – Processes and Procedures¹

“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. Throughout the country, SCRAM Programs effectively serve as:

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

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

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

¹ A number of guidelines are unique to a government agency or a private service provider. A “Government Agency Only” or “Service Provider Only” identifier will be included, as needed.

Program Definition and Set-up

GUIDELINES FOR SCRAM PROGRAM IMPLEMENTATION

Program Criteria

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

Program Goals

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

Client Profile

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

Sanctions

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

Referral Process

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

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

Roles and Responsibilities Between Customer and AMS

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

Roles and Responsibilities	AMS	Customer
<u>Program Set-Up</u>		
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 SCRAM equipment set-up at each location.		X
<u>Data Interpretation and Analysis</u>		
Provide client management support on a daily basis for SCRAM Program participants.		X (Service Providers)

Business Guidelines – Processes and Procedures

Roles and Responsibilities	AMS	Customer
Provide technical support for customers on a daily basis, seven days a week and emergency support on holidays.	X	
Manage the SCRAMNET environment, including daily data collection, backup, and storage.	X	
Review and resolve all Scheduled Maintenance alerts.		X
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 (Monday-Friday only)	
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.	X (Upon receipt by AMS of a Request for Testimony form and as needed)	

Business Guidelines – Processes and Procedures

Roles and Responsibilities	AMS	Customer
<i>Client Management</i>		
Review terms of Program Participant Agreement with client and retain signed copy of agreement.		X
Manage client/offender billing and collection process.		X
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 (Service Providers)
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
<i>Inventory Management</i>		
Maintain inventory/physical control of all SCRAM equipment by conducting physical inventories on a regular basis.		X
Change batteries, faceplates, 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 allocations.	X	
Provide periodic service and extended-warranty support.	X	

Internal (Customer) Organizational Roles and Responsibilities

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

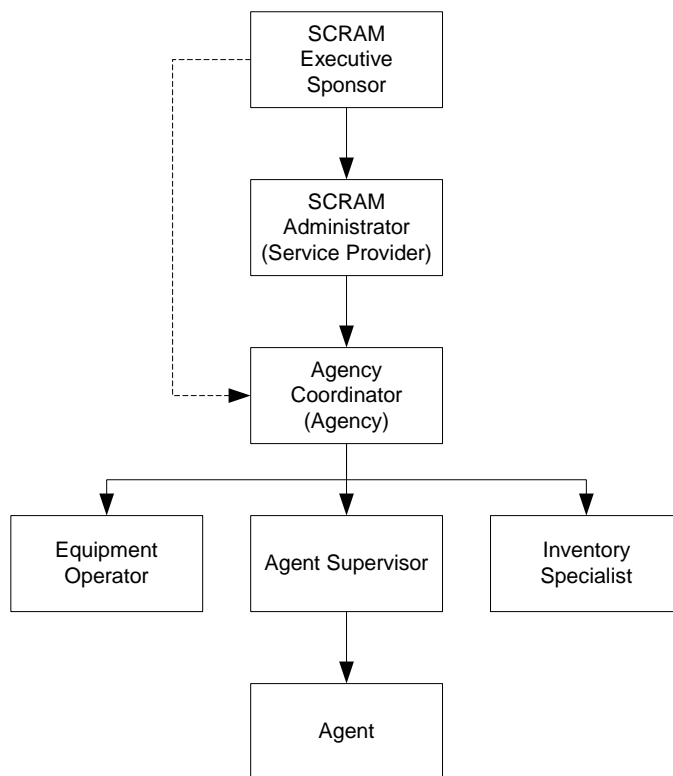


Figure 2: Organizational Structure

Position Definitions

Each position’s roles and responsibilities are:

Role	Primary Responsibilities
SCRAM Executive Sponsor	Determine strategic direction related to the SCRAM Program Maintain financial oversight
SCRAM Administrator	Establish and implement Service Provider/Agency communications Manage client workload

Agency Coordinator	Establish and implement Agency/Court communications Primary point of contact for the Service Provider
Agent Supervisor	Set up agents in SCRAMNET Review the activity and workload for their reporting agents
Agent	Set up clients in SCRAMNET Assign, replace and, check-in equipment assigned to their clients
Equipment Operator	Assign, replace and, check in equipment Replace bracelet batteries, when necessary
Inventory Specialist	Track bracelets and modems in SCRAMNET Act as the shipping and receiving department for the Service Provider or Agency for which they work Assign equipment to Agencies or Servicing Locations to maintain an accurate, current list of equipment by serial number

Required Skills

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

- Client Management – Will address certain alerts, handle equipment tasks, and manage day-to-day activities related to a group of clients enrolled in the SCRAM Program, as noted in the Daily Action Plan.

Clearly defined program guidelines should be established before the first client is enrolled in the SCRAM Program. The line of communication should be tested and in place so there is no confusion regarding what is expected. This communication process should be drawn up in an agreement, possibly the SCRAM Participant Agreement, which can be reviewed and modified according to needs.

- Inventory Management – Will address equipment maintenance issues. Will also manage the movement of the SCRAM equipment from the time that the equipment is received into your inventory stock. Ensure an accurate accounting of equipment on hand, as well as manage the movement of equipment between servicing locations.

Perform physical inventories on a monthly or quarterly basis. Update SCRAMNET for any lost equipment.

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

SCRAMNET SET UP

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

SERVICE PROVIDER ROLES

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

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

AGENCY MANAGEMENT

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

Centralized Structure

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

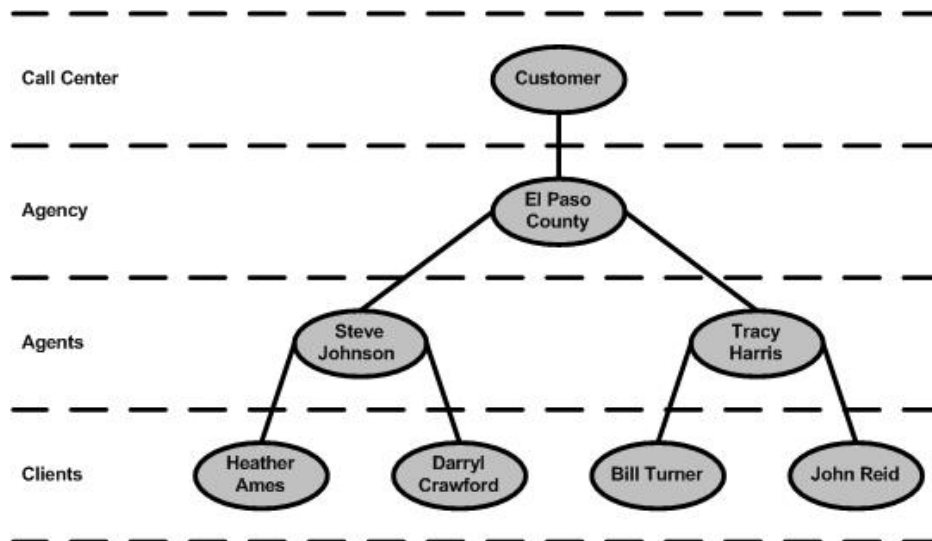


Figure 3: Sample Centralized Organizational Structure

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

Agency Set Up

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

1. Click the **Agencies** Tab.
2. Click the **Add Agency** button to open the Agency Setup Wizard.
3. Enter the following information in the General page:
 - a. **Agency Name** field
 - b. **Agency Code** field
 - c. **Comments** field (optional)
 - d. **Agency Instructions** field (optional)
4. Click the **Next** button.

5. Enter the following information in the Address page:
 - a. **Mailing Address 1** field
 - b. **Mailing Address 2** field (optional)
 - c. **City** field
 - d. **State** field
 - e. **Zip** field
 - f. **Billing Address 1** field (optional)
 - g. **Billing Address 2** field (optional)
 - h. **City** field (optional)
 - i. **State** field (optional)
 - j. **Zip** field (optional)
6. Click the **Next** button.
7. Enter the following information in the Contact page:
 - a. **Phone** field
 - b. **Fax** field (optional)
 - c. **Email** field (optional)
 - d. **Web Page** field (optional)
8. Click the **Next** button.
9. Select the following information in the Settings page:
 - a. **TAC** drop-down list
Note: AMS recommends that you set your TAC level to .020%.
 - b. **Timezone** drop-down list (optional)
 - c. **Region** drop-down list (optional)
 - d. **Servicing Location** drop-down list (optional)
10. Click the **Save** button.

SCRAM Referral

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

Compliance Policy

The Agency Compliance Policy details the situations in which the Service Provider contacts the client and/or the client's agent. Refer to the Agency Compliance Policy on page 98 for more details.

Available Reports

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

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

Refer to the User Reports section for further information.

AGENT MANAGEMENT

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

Agent Set up

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

1. Click the **Agencies** Tab.
2. Select the applicable agency in the list.
3. Click the **Add Agent** button to open the Agent Setup Wizard.
4. Enter or select the following information in the General page:

- a. **First Name** field
 - b. **Last Name** field
 - c. **Middle** field (optional)
 - d. **Title** field (optional)
 - e. **Agency Contact** check box (optional)
 - f. **Is Supervisor** check box (optional)
 - g. **Supervisor** drop-down list
 - h. **Backup Agent** drop-down list (optional)
 - i. **Note** field (optional)
5. Click the **Next** button.
 6. Click the **Add Address 1** button.
 7. Select an option in the **Type** drop-down list.
 8. Enter address information.
 9. Click the **Next** button.
 10. Select an option in the **Primary Contact** drop-down list.
 11. Enter information in the field to the right of the **Primary Contact** drop-down list.
 12. Click the **Submit** button.

Available Reports

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

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

REGION MANAGEMENT

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

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

Decentralized Regional Structure

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

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

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

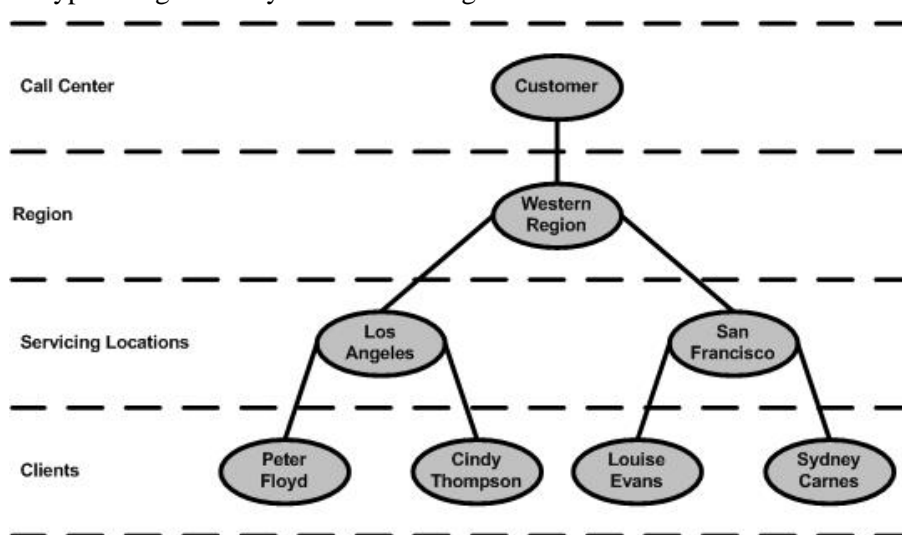


Figure 4: Sample Decentralized Organizational Structure

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

Region Set-Up

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

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

Available Reports

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

Servicing Locations

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

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

Servicing Location Set-Up

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

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

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

COURT MANAGEMENT

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

Court Naming Convention

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

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

Court Name

District

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

County

- Archuleta County
- La Plata County
- San Juan County

Short Name

District

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

County

- ArchuletaCnty
- LaPlataCnty
- SanJuanCnty

Court Set-Up

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

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

JUDGE MANAGEMENT

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

Judge Set-Up

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

1. Click the **Judicial** tab.
2. Click the **Judges** tab.
3. Click the **Add Judge** button to open the Judge Setup Wizard.
4. Enter or select the following information in the General page:
 - a. **First Name** field
 - b. **Last Name** field
 - c. **Judge Type** drop-down list (optional)
5. Click the **Save** button.
6. Click the **Yes** or **No** button.

7. If you selected the **Yes** button, select the following information in the Courts page:
 - a. **Available Courts** list – Select all courts in which the judge presides
 - b. Click the **Add** button.
 - c. Click the **Save** button.

TRAINING

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

Denver Based Classes

Training Class Fee/Attendee	\$150
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

Level 1 Training

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

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

This training program, assessable from the Help page on SCRAMNET, is intended for anyone that will manage SCRAM equipment or manage clients that are enrolled in the SCRAM Program.

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

- SCRAM Program Overview
- Components of the SCRAM System
- Accessing SCRAMNET
- Region Setup (optional)
- Servicing Location Setup (optional)
- Court Setup
- Judge Setup
- Agency Set-Up
- Agent and Agent Supervisor Set-Up
- Inventory Management
- Client Enrollment
- Equipment Assignment and Installation
- Alert Management
- Equipment Maintenance
- Data Interpretation
- Reporting

Once you have completed all of the modules, take the Level 1 Training Certification Exam. Upon successfully completing the exam with a score of 75% or higher, you will receive a SCRAM Level 1 Training Certificate.

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

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

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

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

Field Operations Training

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

- The science and technology of transdermal alcohol monitoring
- Components of the SCRAM system
- SCRAMNET navigation and log on

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

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

Presenting Basic SCRAM Data in Court (PBSDC) Training

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

During this course, you will learn:

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

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

FACILITIES

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

- Equipment storage area – This area should contain enough shelving to store all of the SCRAM Equipment Kits.
- Client meeting area – Ideally, this would be a room with a computer (with Internet access) and an analog phone jack available for setting up the equipment with the client present. This room should offer a degree of privacy.

Note: A meeting area is necessary only if access to clients is permitted.

- Training area – If Level 1 Training is administered by an instructor, the training area should be in a quiet part of the building that is conducive to effective training. If possible, each student should have a computer available to perform the equipment tasks that are part of Level 1 Training.
- Equipment cleaning area – As a minimum, this area should be well-ventilated to clear the cleaning agent that is sprayed on the SCRAM Bracelet.

Client Monitoring

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

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

The screenshot shows an email client window with the subject 'Customer Site Daily Action Plan - 12/11/2008'. The main content is a table titled 'Daily Action Plan - 12/11/2008' with four sections: Alcohol Detected, Potential Tamper, Communications, and Battery Low. Each section contains a table with columns for Client Name, Agent Name, Agency, Alert Date, Rcvd Date, Days Open, and Action Taken.

Daily Action Plan - 12/11/2008						
Alcohol Detected						
Client Name	Agent Name	Agency	Alert Date	Rcvd Date	Days Open	Action Taken
Blanco, Lynn	Truman, Patricia	El Paso County PreTrial	05/15/2008	12/07/2008	3	
test notes						
Bottomley, Michael	Bisco, Toby	Jackson County	10/15/2008	12/07/2008	4	
Confirmed Consumption. The absorption rate is 0.0X%/hr and elimination rate is 0.0X%/hr.						
Bush, Ryan	Rodriguez, Richard	Elis County	10/15/2008	12/07/2008	4	
Confirmed Consumption. The absorption rate is 0.0X%/hr and elimination rate is 0.0X%/hr.						
CLARK, WILLIAM	Carroll, Rhonda	Holmes County	10/15/2008	12/07/2008	4	
Confirmed Consumption. The absorption rate is 0.0X%/hr and elimination rate is 0.0X%/hr.						
Detmer, Eric	Hondock, Susan	APD Alcohol Monitoring	09/30/2008	12/08/2008	3	
eol						
Hedrick, Ruben	Livingston, Robert	Tarrant Pre Trial Central	10/15/2008	12/07/2008	3	
Peterson, Roger	Vanderweide, Larry	Tarrant North East	10/15/2008	12/07/2008	4	
Confirmed Consumption. The absorption rate is 0.0X%/hr and elimination rate is 0.0X%/hr.						
Wickware Jr, Finn	Hayden, Gerald	Smith County	10/15/2008	12/07/2008	4	
Confirmed Consumption. The absorption rate is 0.0X%/hr and elimination rate is 0.0X%/hr.						
Potential Tamper						
Client Name	Agent Name	Agency	Alert Date	Rcvd Date	Days Open	Action Taken
Ramirez, Jose	Bisco, Toby	Jackson County	08/19/2008	12/07/2008	6	
Unable to confirm						
Communications						
Client Name	Agent Name	Agency	Alert Date	Rcvd Date	Days Open	Action Taken
Hickins, Philip	Rodriguez, Richard	Bell County	05/19/2008	12/08/2008	3	
eol						
Hiler, Christopher	Vanderweide, Larry	Denton County	05/30/2008	12/08/2008	3	
eol						
Battery Low						
Client Name	Agent Name	Agency	Alert Date	Rcvd Date	Days Open	Action Taken
Forsico, Michael	Vanderweide, Larry	Tarrant South East	08/30/2008	12/08/2008	3	

Figure 5: Daily Action Plan

DATA INTERPRETATION AND ANALYSIS

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

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

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

- A Communication alert can indicate that the client was unable to be within the modem communication distance or that the client has removed the bracelet.

Note: Normally, no action is required for a Communication alert. If the bracelet does NOT communicate with the modem for a second consecutive day (48 hours), a Critical Communication alert is generated and the original Communication alert is auto-resolved.

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

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

ALERT GENERATION

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

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

Each group is discussed separately.

Positives

Alcohol Detected

An Alcohol Detected alert is generated under the following circumstances:

- The bracelet has detected alcohol in a concentration over the agency-selected limit.
- The bracelet has detected alcohol, but an environmental factor (interferant) caused the readings rather than the ingestion of alcohol.

The guidelines used by AMS to confirm an Alcohol Detected alert include:

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

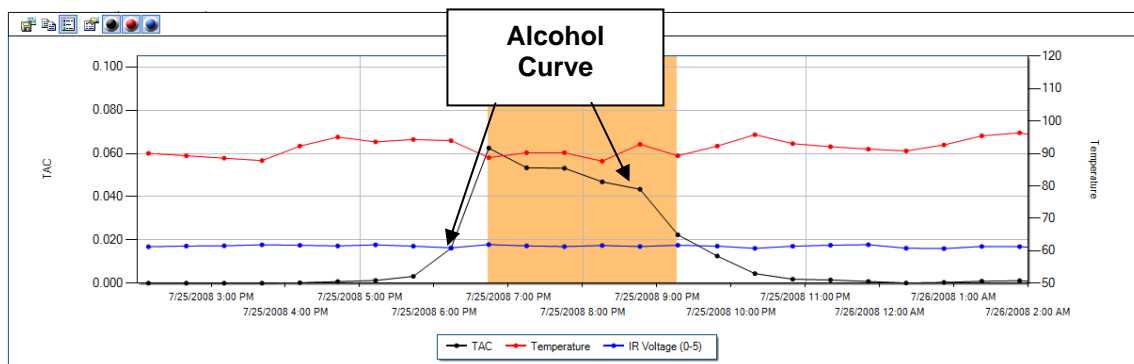


Figure 6: Alcohol Detected

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

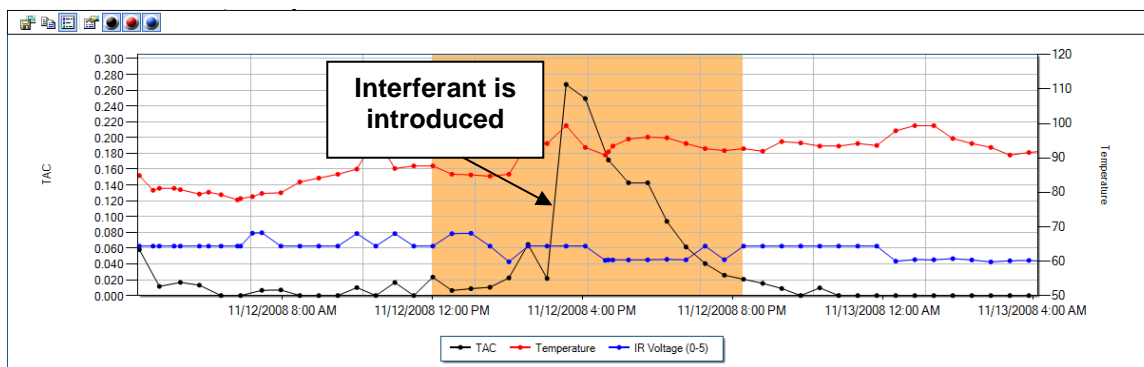


Figure 7: Alcohol Detected - Interferant

Tampers or Obstructions

What is a Potential Tamper alert?

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

- Obstruction- A material being placed between the bracelet and leg
- Submersion- Submerging the bracelet in water

What is a Potential Removal alert?

The Potential Removal alert indicates the client has cut the strap or removed the bracelet without damaging the strap.

What is the IR sensor?

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

What is the initial IR reading?

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

What is the baseline voltage?

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

What is an observed IR reading?

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

What is a Confirmed Obstruction?

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

Potential Removal

A Potential Removal alert is generated under the following circumstances:

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

- A significant drop in temperature and IR voltage followed by multiple readings of no variance, which is expected under normal conditions.

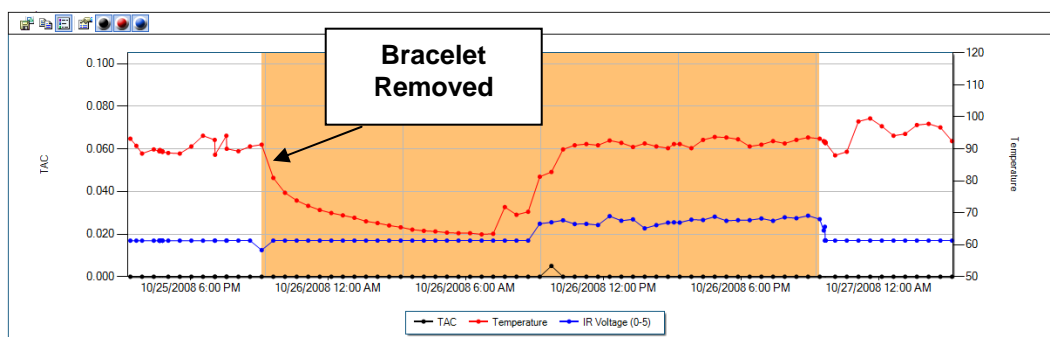


Figure 8: Potential Removal - Overlay graph

Potential Tamper

A Potential Tamper alert is generated under the following circumstances:

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

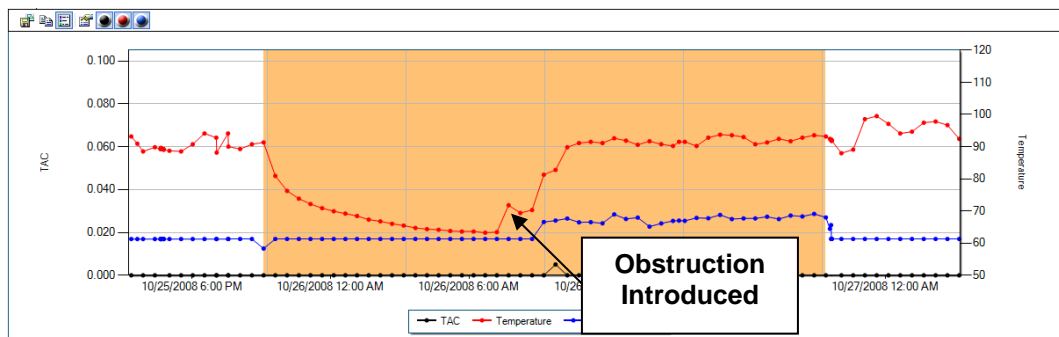


Figure 9: Potential Tamper - Overlay graph

Communications

Critical Communications

A Critical Communications alert is generated under the following circumstance:

- The bracelet does NOT communicate with the modem for 48 hours.
- The modem does NOT communicate with the monitoring application for 48 hours.

Communications

A Communications alert is generated under the following circumstances:

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

Equipment Alerts

Replace Equipment

A Replace Equipment alert is generated under the following circumstances:

- Data indicates an equipment problem that requires immediate replacement. AMS must examine the equipment to determine the cause of the failure.

Note: Once a problem is detected, replace the bracelet as soon as possible because alerts are no longer being generated in SCRAMNET. In other words, the client is no longer being monitored.

- AMS requires that the bracelet be returned to perform tests to verify an alcohol detection.
- The bracelet has been scheduled for maintenance and warranty checks.

Equipment Assignment

Equipment Assignment

An Equipment Assignment alert is generated under the following circumstances:

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

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

Scheduled Maintenance

Battery Low

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

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

ALERT CONFIRMATION PROCESS

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

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

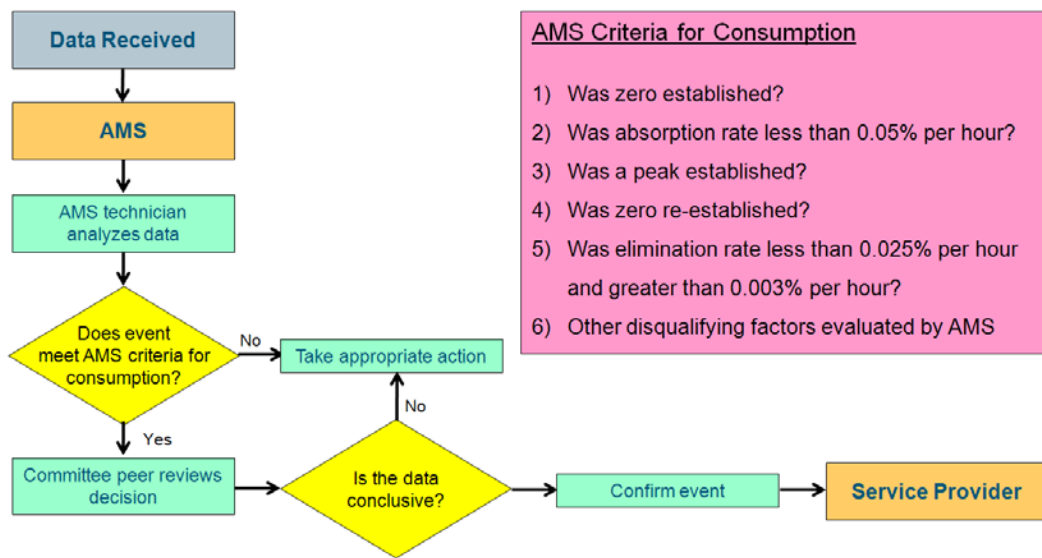


Figure 10: Alert Confirmation Process

Alert Review and Confirmation

The following steps are performed each morning.

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

Note: An obstruction must be in place for an extended period of time before the alert can be confirmed.

3. If a non-compliance event is suspected, the Customer Services Manager places the alert in the “In Process” status and adds comments.
4. Once the non-compliance event is confirmed, the Customer Services Manager enters the alert information in the Daily Action Plan.
5. The Service Provider notifies the Agency or supervising authority of the non-compliance event or required action.

Daily Action Plan

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

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

Daily Action Plan - 12/11/2008						
Alcohol Detected						
Client Name	Agent Name	Agency	Alert Date	Rcvd Date	Days Open	Action Taken
Bianco, Lynn	Truman, Patricia	El Paso County PreTrial	08/15/2008	12/9/2008	3	last notes
Sutcliffe, Michael	Ross, Toby	Johnson County	10/15/2008	12/9/2008	4	Confirmed Consumption. The absorption rate is 0.00%/hr and elimination rate is 0.00%/hr.
Bush, Ryan	Rodriguez, Richard	Ellis County	10/15/2008	12/9/2008	4	Confirmed Consumption. The absorption rate is 0.00%/hr and elimination rate is 0.00%/hr.
CLARK, WILLIAM	Carroll, Rhonda	Moore County	10/15/2008	12/9/2008	4	Confirmed Consumption. The absorption rate is 0.00%/hr and elimination rate is 0.00%/hr.
Detmer, Eric	Hondock, Susan	APD Alcohol Monitoring	09/20/2008	12/08/2008	3	encl
Hydine, Ruben	Livingston, Robert	Tarrant Pre Trial Central	10/13/2008	12/9/2008	3	
Peterson, Rager	Vandenwulde, Larry	Tarrant North East	10/15/2008	12/9/2008	4	Confirmed Consumption. The absorption rate is 0.00%/hr and elimination rate is 0.00%/hr.
Wiskawa Jr, Finn	Hayden, Gerald	Smith County	10/15/2008	12/9/2008	4	Confirmed Consumption. The absorption rate is 0.00%/hr and elimination rate is 0.00%/hr.
Potential Tamper						
Client Name	Agent Name	Agency	Alert Date	Rcvd Date	Days Open	Action Taken
Razandaz, Jose	Ross, Toby	Johnson County	08/19/2008	12/9/2008	4	Unable to confirm
Communications						
Client Name	Agent Name	Agency	Alert Date	Rcvd Date	Days Open	Action Taken
Martinez, Philip	Rodriguez, Richard	Ellis County	09/19/2008	12/08/2008	3	encl
Hiler, Christopher	Vandenwulde, Larry	Denton County	09/20/2008	12/08/2008	3	encl
Battery Low						
Client Name	Agent Name	Agency	Alert Date	Rcvd Date	Days Open	Action Taken
Fairson, Michael	Vandenwulde, Larry	Tarrant South East	09/20/2008	12/08/2008	3	

Figure 11: Daily Action Plan

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

Alert Type	Recommended Actions
Alcohol Detected	<ul style="list-style-type: none"> • Contact the client or supervising agent immediately. • Refer to your Alert Management Console for specific instructions and supporting data. • Run a Non-Compliance Report for the specific event.
Potential Tamper	<ul style="list-style-type: none"> • Review the Temperature, IR Voltage, and TAC charts looking for continued changes to the standard pattern. • Schedule client to meet with agent for physical inspection or take other appropriate action.
Potential Removal	<ul style="list-style-type: none"> • Immediately interview the client to determine if the SCRAM Bracelet was damaged or removed. Take appropriate action. • No readings after this point can be relied upon until it is determined that the bracelet is securely attached.
Critical Communications	<ul style="list-style-type: none"> • Review the Communications log looking for any readings or communications that occurred after this alert. • Interview the client to determine if the client has been at home. If the client has been at home, check the equipment and verify that it is working properly. If the client has not been at home, determine if a non-compliance event has occurred and take appropriate action.
Replace Equipment	<ul style="list-style-type: none"> • Contact the client immediately to schedule an appointment to replace equipment. • Inspect bracelet or modem for damage. • Replace the damaged device using SCRAMNET procedures. • Contact AMS Customer Services to obtain a Return of Merchandise Authorization (RMA) number. <p>Note: Once an RMA number is generated, a replacement is owed by AMS for the failed equipment.</p> <ul style="list-style-type: none"> • If damage is suspected or alcohol verification is required, request a Return Inspection Report from AMS. • Return damaged equipment to AMS.
Battery Low	<ul style="list-style-type: none"> • Change the battery in the SCRAM Bracelet as soon as possible. The battery should continue to operate for 7 to 10 days after you initially receive this message.

Non-Compliance Report

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

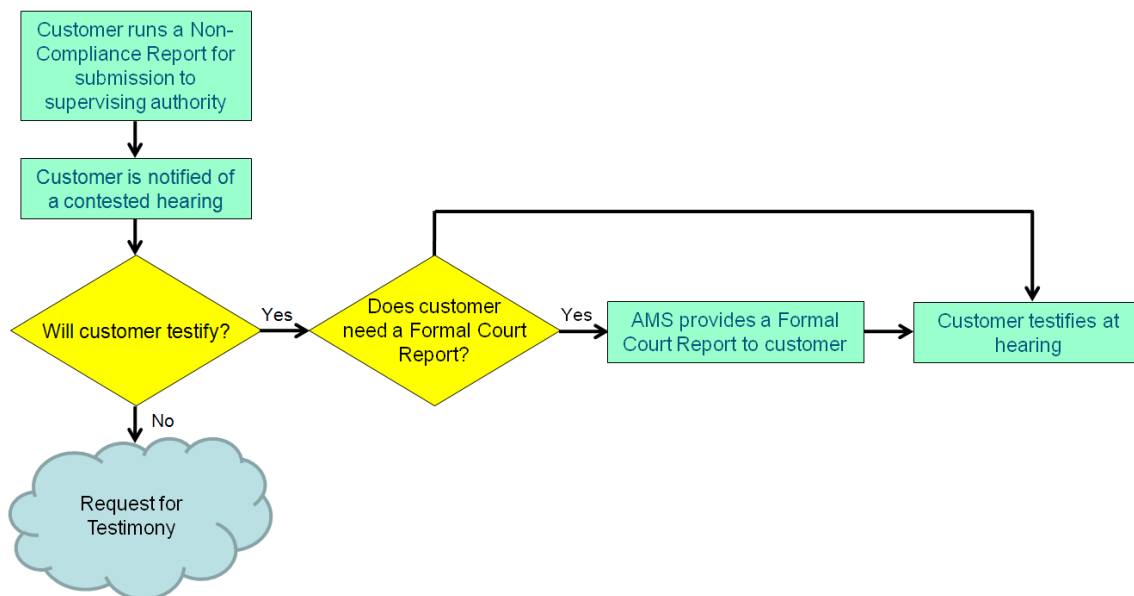


Figure 12: Non-Compliance Reporting Flow

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

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

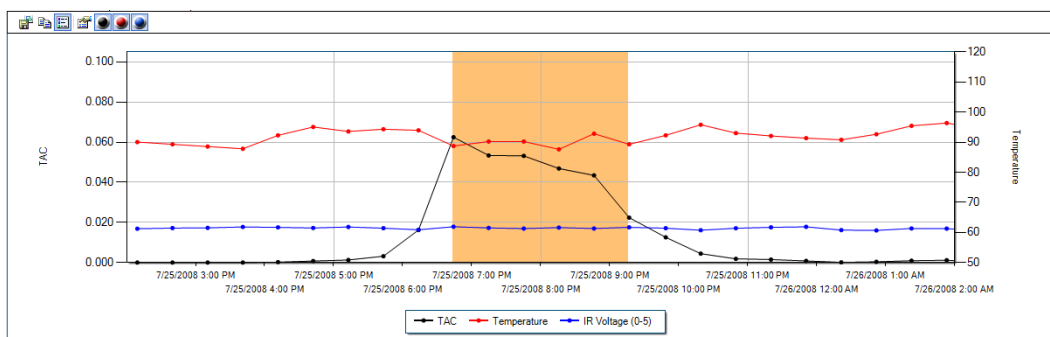


Figure 13: Non-Compliance Report

- Messages – Created from a bracelet reading that indicates a possible non-compliance event or by an internal device that is malfunctioning
- Readings – A Transdermal Alcohol Concentration, IR Voltage, and Temperature reading is taken at the scheduled interval throughout the day
- Action Log – An entry is added to the Action Log each time the system or supervisory personnel perform a step in the resolution process
- Start/End Date – You can select a single date or a date range up to five days. If you do not select a date, the Non-Compliance Report will default to the alert date(s).

Return Inspection Report

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

AMS Non-Compliance Support

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

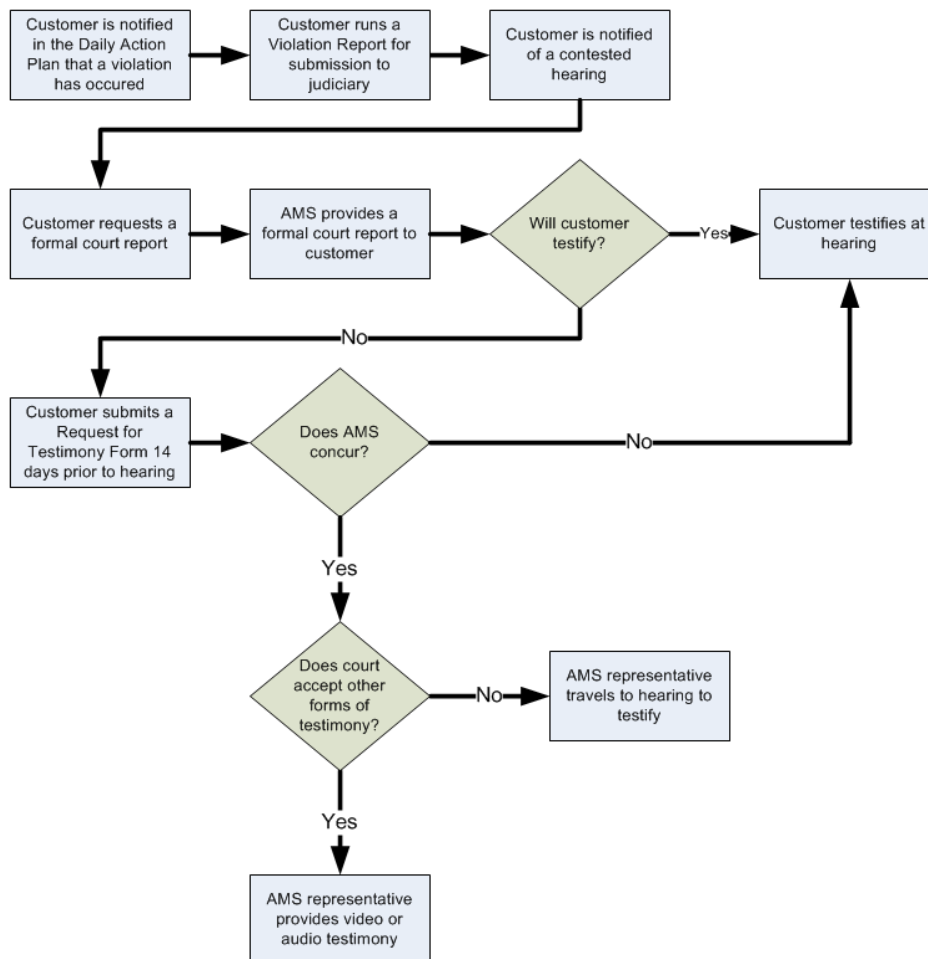


Figure 14: Court Appearance Process

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

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

The image shows a 'REQUEST FOR TESTIMONY' form. At the top right is the 'AMS' logo. Below the title, it says 'The following information is needed:'. There are two columns of input fields: 'Service Provider', 'Client Name', 'Case Number', 'Date of Violation', 'Court', 'Judge', 'Parish Office', 'Parish #', 'Parish', 'Place #', 'Proposed Court Date of Hearing', and 'Location of Hearing'. Below these is a 'Type of hearing:' section with checkboxes for 'Parish Violation', 'Probation Violation', 'Bond Forfeiture', 'Default, Pay', and 'Evidentiary Hearing'. A 'Please answer the following questions:' section follows with several questions and corresponding input fields. At the bottom right is the 'SCRAM' logo.

Figure 15: Request for Testimony Form

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

Formal Court Report

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

SANCTION GUIDELINES

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

Philosophy

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

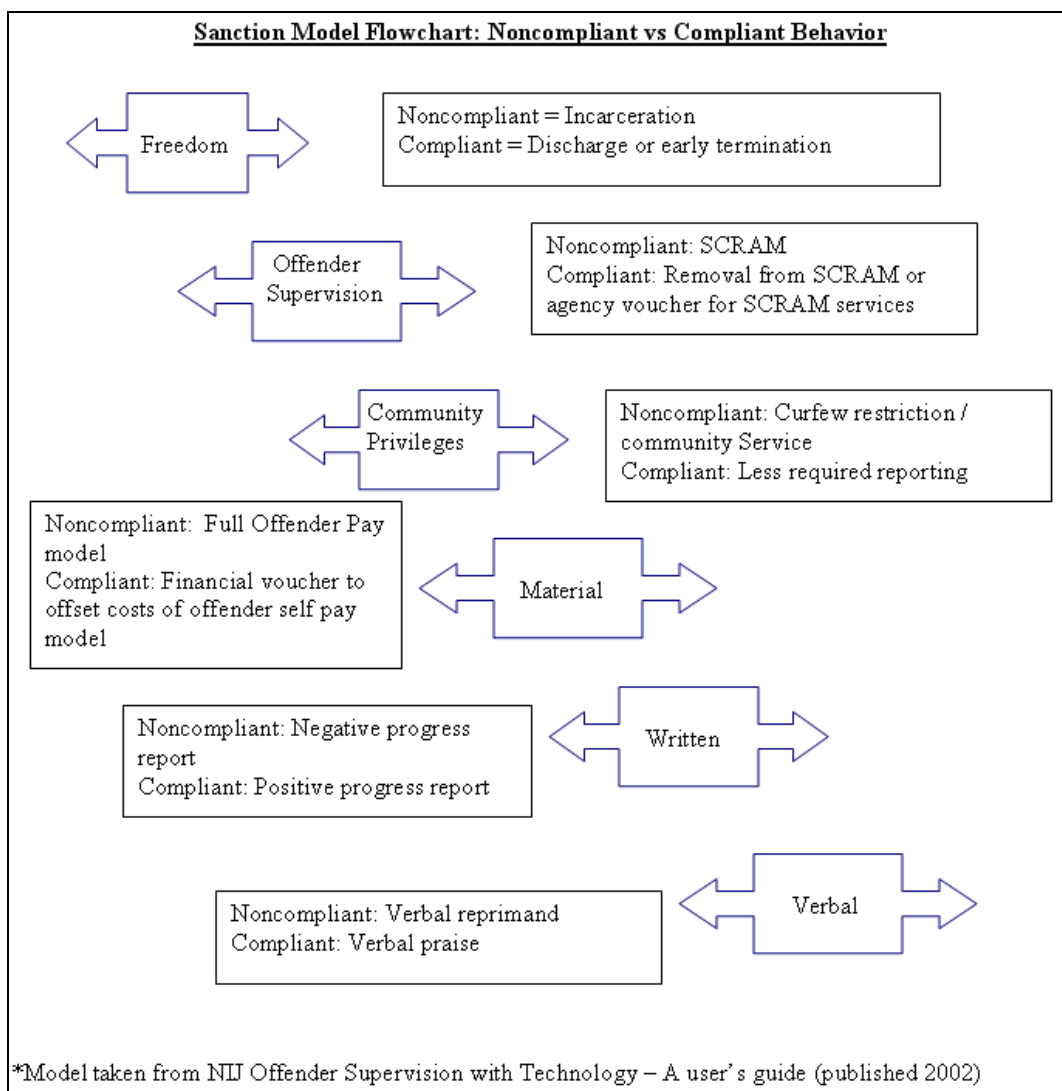


Figure 16: Sanction Model Flowchart

SCRAM Sanction Models

Compliance Model

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

Successful completion of 30+ day sentence	<ul style="list-style-type: none"> • Verbal and written praise • Progress report • Provide voucher to offset costs of offender pay model
Successful completion of 60+ day sentence	<ul style="list-style-type: none"> • Continued use of voucher • Waive community service hours • Lessened reporting requirements
Successful completion of 90+ day sentence	<ul style="list-style-type: none"> • Release from SCRAM program • Partial compliant refund of fees • Lowering of reporting requirements • Lower level of treatment • Less frequent urinalysis

Non-Compliance Model

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

Confirmed Drinking Event	Confirmed Obstruction	Confirmed Tamper and or Removal	Communication Failure
1 st time: Restart period of required sobriety (30 days) Verbal reprimand Written Reprimand	1 st time: Restart period of required sobriety (30 days) Verbal reprimand Written Reprimand	1 st time: Restart period of required sobriety (30 days) after serving 10 days in jail	1 st time: Verbal reprimand Office visit to download the SCRAM Modem

<p>2nd time: Increase and restart period of required sobriety (60 days)</p> <p>Increase level of Intensive Outpatient Program</p> <p>Increase reporting</p> <p>Increase community service hours</p> <p>Suspended jail time</p>	<p>2nd time: Increase and restart period of required sobriety (60 days)</p> <p>Increase level of Intensive Outpatient Program</p> <p>Increase reporting</p> <p>Increase community service hours</p> <p>Suspended jail time</p>	<p>2nd time: Increase and restart period of required sobriety (60 days) after serving 20 days in jail</p>	<p>2nd time: Written reprimand</p> <p>Office visit to download the SCRAM Modem</p> <p>Increase download times in SCRAMNET</p>
<p>3rd time: Increase required period of sobriety (90 days)</p> <p>Required jail sentence</p>	<p>3rd time: Increase required period of sobriety (90 days)</p> <p>Required jail sentence</p> <p>Increased community service hours</p>	<p>3rd time: Increase required period of sobriety (90 days) after serving 30 days in jail</p>	<p>3rd time: Restart required period of sobriety or required office visit to download the SCRAM Modem</p>

Client Management

OPERATIONAL DUTIES

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

Referral/Orientation

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

Daily Duties

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

Client Office Visit/Check In

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

Confirmed Drinking Event

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

Suspected Obstruction

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

- Third Time
 - The supervising agent is notified of both events by the submission of a Non-Compliance Report and client is sanctioned by reviewing the Non-Compliance Report, if appropriate.
 - Place a copy of the Non-Compliance Report in the client's file and enter a comment in SCRAMNET.

Communication Issue

- First Time
 - The client is contacted and asked why the modem did not complete required call.
 - The client is issued a verbal reprimand.
 - Place a note in the client's file and enter a comment in SCRAMNET.
- Second time
 - The supervising agent instructs the client to report with the modem and performs an observed download.
 - Change scheduled communication time and instruct the client that data uploads are their responsibility.
- Third time
 - A Non-Compliance Report is submitted to the supervising agent/agency and reviewed by client.

De-Installation/Program Completion

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

Communication with Supervising Agency/Officer

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

CLIENT TASKS

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

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

Initial Client Tasks

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

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

Each of these items is covered separately.

SCRAM Client Policy

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

Establish Billing/Collections

Initial Costs

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

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

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

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

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

Once the bracelet is attached to the client's ankle, use a worksheet to monitor the payments history while assigned to the SCRAM Program.

Reduced Rates (Sliding Scale)

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

$$\text{Daily Rate} = \text{Hourly Wage}$$

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

Enter Client Information

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

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

- Agency
- Court
- Judge
- Servicing Location

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

To enter client profile information:

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

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

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

Assign Equipment to Client

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

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

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

1. Enter a bracelet and modem serial number (if assigned) then click the **Assign Equipment** button.
2. Establish a communication schedule then click the **Submit Schedule** button.
 - **Daily Scheduled Communication** – This schedule option directs you to enter at least one time during a day that the bracelet and modem communicate in order to upload readings taken during the last 24 hours.
 - **Manual Scheduled Communication** – With this option, you can designate certain days during a week that the client must initiate contact between the bracelet and modem. In the example given, the client must wake up the bracelet every Monday, Wednesday, and Friday before 6:00 PM. After 6:00 PM, a Communication alert will be generated.
 - **Periodic Manual Communication** – This option allows you to set an interval, by days, that the bracelet and modem will communicate. For

example, selecting the **3(72 hours)** radio button establishes that the client must wake up the bracelet at least once every 3 days to establish bracelet/modem communication and upload bracelet data. After 3 days without any communication between the two devices, a Communication alert will be generated.

3. Select the SCRAM Modem or Direct Connect as the device being used to complete the equipment setup process then click the **View Steps** button to display the appropriate steps.
 - a. Using the SCRAM Modem:
 - 1) Verify that the client has an analog phone line.
 - 2) Administer a breathalyzer test to ensure that the client is alcohol free.

Note: Readings may be skewed if the client has alcohol in their system and a breathalyzer test is NOT administered.
 - 3) Plug in the SCRAM Modem.
 - 4) Install the battery, faceplate, and exhaust cap.
 - 5) Attach the SCRAM Bracelet.

Note: In order to minimize the possibility of the client removing the bracelet, it MUST be attached with a proper, snug fit. Regular, physical inspections of the bracelet are also highly recommended to ensure the serial number still faces up. If you discover that the serial number is not facing upwards, promptly notify AMS of the removal. Once notified, AMS will perform an in-depth analysis of the data in order to detect and confirm the removal.
 - 6) Insert the tamper clip.
 - 7) Complete SCRAM equipment setup using the SCRAM Modem or Direct Connect.
 - b. Using Direct Connect:
 - 1) Verify that the client has an analog phone line.
 - 2) Administer a breathalyzer test to ensure that the client is alcohol free.

Note: Readings may be skewed if the client has alcohol in their system and a breathalyzer test is NOT administered.
 - 3) Install the battery, faceplate, and exhaust cap.
 - 4) Attach the SCRAM Bracelet.
 - 5) Insert the tamper clip.
 - 6) Attach the Direct Connect device.

- 7) Open the Direct Connect application.
- 8) Wake up the SCRAM Bracelet.
4. Click the **Refresh** button until the initial readings and messages appear.
5. Click the **Print Schedule** button to display a print version of the client’s program schedule.
6. Click the **Print Agreement** button to display the client’s customized Participant Agreement.
7. Click the **Finish** button.

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

WARNING!

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

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

Two Clients in Same Household

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

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

1. Fifteen minutes before the morning communication time, plug in the appropriate modem.
Note: Stay within the 30-foot distance from the time the modem is plugged in until 30 minutes after the scheduled communication time.
2. Fifteen minutes after the scheduled communication time, unplug and then re-plug in the modem.
3. Thirty minutes after the scheduled communication time, unplug the modem.

Instruct the client with the afternoon/evening communication time to perform the same steps described above.

Review SCRAM Program Participant Agreement

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

Components of Agreement

Program Costs – Fees

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

Required Communications

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

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

Note: Remain within five feet during the procedure.

1. Plug in the SCRAM Modem.
In less than one minute, the red and green lights will turn on and begin to alternate.
2. Once the red and green lights turn off, wake up the SCRAM Bracelet by running a magnet over the serial number.
In less than one minute, a solid red light will turn on and the green light may or may not be blinking. After two to five minutes, both lights will turn off.
3. Unplug the modem power cord and plug it back into the modem.
In approximately 15 seconds, the red and green lights begin to blink alternately.
4. When both lights turn off, unplug the modem.

Equipment Replacement Costs

When bracelets and modems are returned to AMS, a quick inspection is conducted on each device to determine if a tamper is possible. If a tamper is suspected, a Return Inspection Report is completed. If it is proven that a client has damaged a modem or one of the bracelet components, use the report to support recouping the replacement cost. The following is a sample cost chart.

Item	Sample Client Cost	Customer Cost
SCRAM Bracelet	\$1400.00	\$1200.00
SCRAM Modem	\$700.00	\$400.00
Straps	\$175.00	\$50.00

In addition to replacement costs, the client should pay another Hook Up fee if a new bracelet must be attached to the ankle.

Filing of Criminal Charges

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

Equipment Care/Replacement Restrictions

Banned Products

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

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

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

Tampering

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

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

Swimming and Bathing

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

Personal Hygiene

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

Agreement Customization

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

Participant Name	Bracelet Serial Number
Agency	Modem Serial Number
Agent Name	Reporting Schedule
Date Placed on Program	

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

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

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

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

Ongoing Client Management

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

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

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

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

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

Replace Bracelet

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

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

4. If the client's modem is NOT available, enter a modem serial number then click the **Assign Equipment** button.
5. Select the SCRAM Modem or Direct Connect as the device being used to complete the equipment setup process then click the **View Steps** button to display the appropriate steps.
 - a. Using the SCRAM Modem:
 - 1) Plug in the SCRAM Modem.
 - 2) Check in the old SCRAM Bracelet.
 - 3) Remove the old SCRAM Bracelet.
 - 4) Attach the new SCRAM Bracelet then wake up the bracelet.
 - 5) Unplug the SCRAM Modem.
 - b. Using Direct Connect:
 - 1) Set up the Direct Connect device.
 - 2) Open the Direct Connect application.
 - 3) Check in the old SCRAM Bracelet.
 - 4) Remove the old SCRAM Bracelet.
 - 5) Install the battery, faceplate, and exhaust cap in the new SCRAM Bracelet.
 - 6) Attach the new SCRAM Bracelet then wake up the bracelet.
6. Click the **Print Schedule** button to display a print version of the client's program schedule.
7. Click the **Print Agreement** button to display the client's customized Participant Agreement.
8. Click the **Finish** button.

Replace Battery

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

1. Remove the SCRAM Bracelet.
2. Remove the faceplate using the Faceplate/Clip Removal Tool.
3. Remove the old battery.
4. Remove the old exhaust cap.
5. Install the new exhaust cap.
6. Install the new battery.
7. Install the new faceplate.
8. Attach the SCRAM Bracelet.

9. Contact AMS Customer Services to reinitialize the SCRAM Bracelet.

Note: If you cannot contact AMS, check in the SCRAM Bracelet and then reassign to the client.

Replace Faceplate

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

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

Replace Straps

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

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

Replace Modem

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

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

3. Click the **View Steps** button to display the steps necessary to replace the SCRAM Modem.
4. Plug in the old SCRAM Modem.
5. Plug in the new SCRAM Modem.
6. Click the **Finish** button.

Manually Upload Bracelet Data

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

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

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

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

Client Compliance Report

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

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

Closing Client Tasks

Collect Final Payment

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

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

Check In Equipment

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

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

Inactivate Client

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

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

Offender Feedback Form

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

Inventory Management

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

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

ASSOCIATING EQUIPMENT WITH A NEW SERVICING LOCATION

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

1. Open SCRAMNET.
2. Click the Inventory link.
3. Click the **Go** button to view your entire inventory.
4. Select the check box for each bracelet and modem that you want to associate with a specific location.

5. Click the **Update Status** button.
6. Select the proper servicing location.
7. Click the **Next** button.
8. Repeat steps 3 through 7 for each servicing location.

RECEIVING EQUIPMENT FROM AMS

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

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

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

To enter the equipment into inventory:

1. Open SCRAMNET.
2. Click the Inventory link.
3. Select the Shipped From AMS option in the Status drop-down list.
4. Click the **Go** button.
5. Select equipment.

The equipment can be selected in one of two ways:

- Click the Select All link. Check marks will appear in all check boxes.
 - Select one or more check boxes.
6. Click the **Update Status** button.
 7. Select the In Inventory option in the Status list.

If unique servicing locations have NOT been established, ignore the following step and click the **Next** button.

8. Select a location in the Servicing Location list and click the **Next** button.

TRANSFERRING EQUIPMENT TO ANOTHER SERVICING LOCATION

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

To transfer the equipment:

1. Open SCRAMNET.
2. Click the Inventory link.

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

RECEIVING EQUIPMENT FROM ANOTHER SERVICING LOCATION

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

To receive the transferred equipment:

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

RETURNING EQUIPMENT TO AMS

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

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

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

- The equipment serial number
- The reason that each device is being returned

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

IMPORTANT NOTE

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

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

DISINFECTING AND CLEANING

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

You will receive a SCRAM Bracelet Disinfecting Kit that contains:

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

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

Recommended Facilities/Supplies

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

Disinfecting Procedures

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

ORDERING ADDITIONAL EQUIPMENT

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

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

CONDUCTING PHYSICAL INVENTORIES

It is important to conduct physical inventories of your SCRAM equipment on a monthly or at least a quarterly basis. To assist you in performing your physical inventories, a Current Inventory Report is available on SCRAMNET. This report will list the serial number for each SCRAM Bracelet and Modem that is reflected in SCRAMNET. Each line item in the report has a check box so you can physically account for each SCRAM 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. Select the Inventory Tracking Report.
4. Select the appropriate option in the Device Type drop-down list if you are only performing a physical inventory for either the bracelet or modem.
5. Select an option in the Inventory Status drop-down list if you are performing a physical inventory for equipment with a specific status.
6. Select an option in the Location drop-down list if you are performing a physical inventory for equipment in a specific servicing location.
7. Print the report so you can use it to check off each unit as it is located.
8. Update SCRAMNET for any discrepancies or differences with your physical inventory count.

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

AMS Policies

CUSTOMER SERVICES SUPPORT POLICY

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

Tasks	Weekday	Weekend
Provide technical support for customers.	6AM-5PM (MST)	7AM-2PM (MST) Including all holidays except Thanksgiving and Christmas Day

Business Guidelines – Processes and Procedures

Tasks	Weekday	Weekend
Manage SCRAMNET environment, including daily data collection, backup, and storage.	X	X
Review and resolve all Scheduled Maintenance alerts.	X	No action taken by Customer Services Managers
Review and resolve all Equipment-Assignment alerts.	Performed by customer	No action taken by Customer Services Managers
Review and resolve all Communications alerts.	Performed by customer	No action taken by Customer Services Managers
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 Customer Services Managers
Consolidate workload for customer and prepare Daily Action Plan for immediate customer follow up by 10AM.	X	

Tasks	Weekday	Weekend
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 modem orders. This policy covers the charges for each item when additional items are requested by the customer beyond the normal order quantity.

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

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

Customer Field Kit – One field kit will be sent to each servicing location at no charge.

Additional items ordered that are contained within the field kit will be individually assessed based on the item price.

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

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

EQUIPMENT REPLACEMENTS POLICY

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

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

DAMAGED EQUIPMENT POLICY

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

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

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

Damage is defined as the following:

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

If two bracelets have been damaged by a client within a 60 day time period, AMS will bill the customer for the costs of rebuilding one unit. Also, an evaluation

should be conducted to determine if this particular client should remain on the SCRAM program based on the reoccurring pattern of damage resulting in equipment failure.

3. **Damaged modem** – Any outward, physical signs of damage making the equipment unusable. This damage can be the result of tampering with the electrical cord (damaging the electrical board) or through any other type of physical damage, such as dropping. This damage will be confirmed through physical inspection by AMS during the failure analysis process.
4. **Any other form of physical damage to the bracelet components** – Any other type of physical damage both internally and externally beyond normal wear and tear that results in the bracelet no longer functioning will be termed physical damage. This damage will be confirmed through physical inspection by AMS upon return of the damaged bracelet.

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

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

Bracelet	\$1,200.00
Modem	\$400.00
Straps	\$50.00

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 SCRAM, a deposit for bracelet should be collected from the client. The deposit can be refunded upon the return of a fully functional bracelet.

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

If you have any questions regarding this policy, please call Customer Support at 1 303 785-7879 or e mail us at support@alcoholmonitoring.com.

LOST SCRAM BRACELETS POLICY – IMPACT ON MONTHLY SERVICE BILLING

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

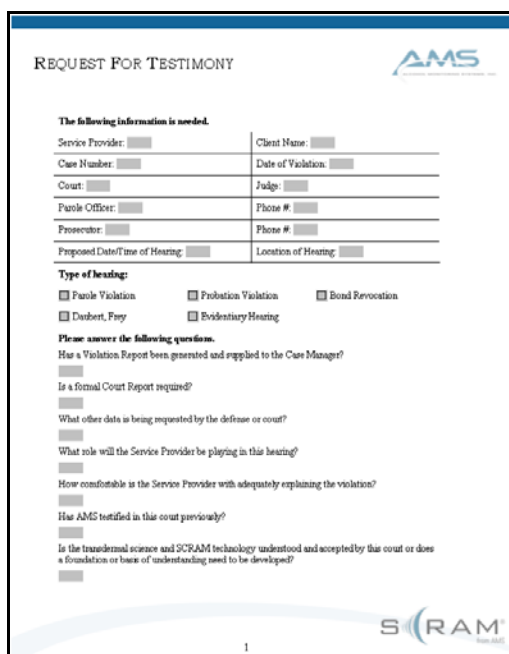
A SCRAM Bracelet **MUST** be set to the **Lost** status so as NOT to be included in the bracelet count for the monthly service billing. If the bracelet is NOT in the **Lost** status, it will be included in the number of bracelets in the **Assigned to Client** and **Pending Removal** status and charged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

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

PERSONAL COURT APPEARANCES POLICY

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

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



The form is titled "REQUEST FOR TESTIMONY" and features the AMS logo in the top right corner. It is divided into several sections. The first section, "The following information is needed," contains a grid of input fields for Service Provider, Client Name, Case Number, Date of Violation, Court, Judge, Parole Officer, Phone #, Prosecutor, and another Phone #, and Proposed Date/Time of Hearing and Location of Hearing. The second section, "Type of hearing:", includes checkboxes for Parole Violation, Probation Violation, Bond Revocation, Durbert, Fay, and Evidentiary Hearing. The third section, "Please answer the following questions.", contains a series of questions with corresponding input fields: "Has a Violation Report been generated and supplied to the Case Manager?", "Is a formal Court Report required?", "What other data is being requested by the defense or court?", "What role will the Service Provider be playing in this hearing?", "How comfortable is the Service Provider with adequately explaining the violation?", "Has AMS testified in this court previously?", and "Is the transdermal science and SCRAM technology understood and accepted by this court or does a foundation or base of understanding need to be developed?". The form concludes with the page number "1" and the SCRAM logo in the bottom right corner.

Figure 17: Request for Testimony Form

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

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

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

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

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

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

BATTERY ALLOCATION POLICY

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

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

$(120 \text{ units assigned to clients for the month} \times 31 \text{ days}) \div 60 = 62 \text{ batteries.}$

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

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

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

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

HEALTH RISK POLICY

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

- Some individuals may experience discomfort due to the weight of the bracelet and the way it fits to the ankle. This generally subsides in 48 hours as the individual grows accustomed to the fit and feel of the bracelet.
- Less than 1% of the total number of unique offenders who have worn the SCRAM Bracelet to date have experienced skin redness, irritations, and /or itching. In many instances, after thorough evaluation, we have found that the offender has applied a topical substance to cause irritation. It is the responsibility of the individual or their physician to notify their officer or agent immediately at the first sign of any type of redness, burning sensation, itching or irritation. It must then be determined if the irritation has been caused by a topical application. If a topical application is ruled out, based upon the seriousness of the side effect, it will be determined if the bracelet should be removed. In the event of a medical emergency or serious health risk in which the bracelet needs to be removed, the bracelet's front strap can be cut with a pair of scissors at the location marked "Cut Here."
- The risk of skin redness, irritation, or itching is decreased if a proper cleaning routine is followed. Any individual wearing the bracelet should clean the area of

the leg and ankle around the bracelet daily as part of a shower. This includes the application of soap and water and thoroughly rinsing and drying the skin between the leg and bracelet. Any bracelet removed from an individual must be properly cleaned and disinfected prior to being placed on another individual. Cleaning and disinfecting must be done in accordance with the AMS-supplied materials and instructions.

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

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

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

Communicable Diseases

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

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

Pacemaker/Defibrillator Advisory

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

For 900 MHz cordless phones, research performed by Wireless Technology Research, LLC and supported by the FDA recommended that patients who have an implanted pacemaker or defibrillator:

- Should keep cordless phones at least six inches from the device
- Should NOT place cordless phones directly over the device, such as in a breast pocket, when it is turned ON
- Should use the cordless phone at the ear opposite the device
- WTR's evaluation did not identify any risk to bystanders with a pacemaker or defibrillator from other persons using cordless phones

Associated SCRAM risks are further reduced by the following facts:

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

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

Explosive Environments

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

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

User Reports

"A page of history..."



"... is worth a volume of logic."

Oliver Wendell Holmes

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

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



Court	<input type="text" value="19th Circuit - Alabama"/>	Judge	<input type="text" value="<Select a Value>"/>
Start Date	<input type="text"/> 	End Date	<input type="text"/> 

Figure 18: Report Filters

Call Center

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

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

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

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

CLIENT SUMMARY FOR JUDGE REPORT

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

AMS ALCOHOL MONITORING SYSTEMS, INC.		Client Summary for John Smith				SCRAM [®] from AMS	
Name	Date Initially Assigned	Days Monitored	Last Confirmed Alert Date	Date Last Reported	Confirmed Alerts		Total Conf. Alerts On Program To Date
					Positives	Tampers	
Adams, Barbara	04/23/2004	4	04/26/2004	04/27/2004	2	2	4
Jones, Bob	06/16/2004	110	10/04/2004	09/17/2004	0	3	3
O'Brien, Donna	08/05/2004	4	08/09/2004	08/09/2004	0	1	1
Taylor, Mark	08/18/2004	1		08/20/2004	0	0	0
Walker, Pauline	04/29/2004	75		07/30/2004	0	0	0
Williams, Brad	11/17/2004	92		11/20/2004	0	0	0

Figure 19: Client Summary for Judge Report

CALL CENTER ACTIVITY REPORT

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

- Positives
- Tampers
- Equipment Alerts

AMS ALCOHOL MONITORING SYSTEMS, INC.		Call Center Activity			SCRAM [®] from AMS	
Adams County						
	Existing Alerts	Alerts Received	Alerts Resolved	Unresolved Alerts		
Positives:	0	16	16	0		
Tampers:	0	55	567	0		
Equipment Alerts:	0	16	6,214	0		
Adams County Totals:	0	87	6,797	0		

Figure 20: Call Center Activity Report

COURT ACTIVITY REPORT

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

AMS ALCOHOL MONITORING SYSTEMS, INC.		Court Activity				SRAM [®] from AMS	
12th Circuit Court							
	Existing Alerts	Alerts Received	Alerts Resolved	Unresolved Alerts			
Positives:	0	8	8	0			
Tampers:	0	15	15	0			
Equipment Alerts:	0	15	15	0			
12th Circuit Court Totals:		0	38	38	0		
16th District Court							
	Existing Alerts	Alerts Received	Alerts Resolved	Unresolved Alerts			
Positives:	0	93	93	0			
Tampers:	0	224	225	1			
Equipment Alerts:	0	53	56	0			
16th District Court Totals:		0	370	374	1		

Figure 21: Court Activity Report

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

AMS ALCOHOL MONITORING SYSTEMS, INC.		Compliance Summary for All Dates				SRAM [®] from AMS	
	Total Clients	# of Compliant Clients	# of Clients with Confirmed Alerts	# of Confirmed Alerts			
Agency							
Adams County	12	9	3	4			
Albatrose Securities	4	3	1	1			
Baca County	19	19	0	0			

Figure 22: Compliance Summary by Agency Report – Summary

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

Adams County			
Agent: Washington, Lisa			
Client Type: Probation			
Client: Thompson, Beth			
Date/Time	Alert Type	Status	
8/3/2003 9:19:00PM	Alcohol Detected	Resolved	
8/3/2003 11:24:00PM	Potential Removal	Resolved	

Figure 23: Compliance Summary by Agency Report – Details

COMPLIANCE SUMMARY BY COURT REPORT

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

AMS ALCOHOL MONITORING SYSTEMS, INC.		Compliance Summary for All Dates		SRAM [®] TM-AMS	
Court	Total Clients	# of Compliant Clients	# of Clients with Confirmed Alerts	# of Confirmed Alerts	
12th Circuit Court	5	4	1	1	
16th District Court	7	3	4	5	
17 District DUI Court	6	3	3	8	
Arapahoe House	0	0	0	0	

Figure 24: Compliance Summary by Court Report – Summary

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

12th Circuit Court			
Client Type: Probation			
Client: Donald, Tracy			
Date/Time	Alert Type	Status	
11/17/2004 2:59:00PM	Potential Removal	Resolved	
16th District Court			
Client Type: Parole			
Client: Robinson, Joe			
Date/Time	Alert Type	Status	
11/9/2005 4:54:00PM	Potential Removal	Unresolved	
Client: Hamilton, Peter			
Date/Time	Alert Type	Status	
7/9/2003 10:50:00AM	Potential Removal	Resolved	

Figure 25: Compliance Summary by Court Report – Details

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.

AMS ALCOHOL MONITORING SYSTEMS, INC.		Usage By Agency for All Dates				SCRAM [®] by AMS
Agency	Number of Clients at Start	Number of Clients Added	Number of Clients Removed	Number of Clients at End	Days Assigned	
Adams County	38	10	47	1	34,706	
Albatrose Securities	8	4	12	0	11	
Baca County	45	19	64	0	308	

Figure 26: Usage by Agency Report

USAGE BY COURT REPORT

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

AMS ALCOHOL MONITORING SYSTEMS, INC.		Usage By Court for All Dates				SCRAM [®] by AMS
Court	Number of Clients at Start	Number of Clients Added	Number of Clients Removed	Number of Clients at End	Days Assigned	
12th Circuit Court	0	6	6	0	162	
16th District Court	0	7	4	3	1,144	
17th District DUI Court	0	7	7	0	441	
Dayton County	0	2	2	0	12	
Highlands Ranch Municipal Court	0	4	4	0	126	
Jefferson Parish	0	0	0	0	0	
Municipal Court	0	0	0	0	0	
Sonoma County Court	0	0	0	0	0	
Superior Court	0	2	0	2	2	
Totals:	0	28	23	5	1,887	

Figure 27: Usage by Court Report

USAGE BY REGION REPORT (OPTIONAL)

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

AMS ALCOHOL MONITORING SYSTEMS, INC.		Usage By Region for All Dates				SCRAM [®] by AMS
Region Name	Number of Clients at Start	Number of Clients Added	Number of Clients Removed	Number of Clients at End	Days Assigned	
Rocky Mountain Region	0	4	3	1	64	
Southeast Region	0	0	0	0	0	
Southwest Region	0	2	2	0	123	
Western Region	0	6	4	2	75	
Totals:	0	12	9	3	262	

Figure 28: Usage by Region Report

CURRENT INVENTORY REPORT

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

Servicing Location		Assigned to Client		In Inventory		In Transit to AMS		Pending Removal		Pending Assignment	Shipped from AMS	At AMS	Lost	Total
		Fail	Oper.	Fail	Oper.	Fail	Oper.	Fail	Oper.					
[Default]		0	7	0	0	1	0	0	0	0	0	0	0	372
1st Street Office		1	1	0	0	0	0	0	0	0	0	0	0	9
Boulder		0	0	0	0	0	0	0	0	0	0	0	0	1
Central Location		0	0	0	0	0	0	0	0	0	0	0	0	4
Client Conference Room		0	0	0	0	0	0	0	0	0	0	0	1	5
Colorado Monitoring		0	0	0	0	0	0	0	0	0	0	0	0	2
Denver Addiction Services		0	0	0	0	0	0	0	0	0	0	0	0	2
East Office		0	0	0	0	0	0	0	0	0	0	0	0	1
Equipment Closet		0	0	0	0	0	0	0	0	0	0	0	0	3
Highlands Ranch		0	1	0	0	0	0	0	0	0	0	0	0	5
Lincoln Avenue Office		0	2	0	0	0	0	0	0	0	0	0	0	7
Loveland		0	0	0	0	0	0	0	0	0	0	0	0	1
My House		0	0	0	0	0	0	0	0	0	0	0	0	2
--No Location--		0	0	0	0	1	2	0	0	0	0	0	0	4
South Office		0	0	0	0	0	0	0	0	0	0	0	0	6
Total		1	11	0	0	2	2	0	0	0	0	0	1	424

Figure 29: Current Inventory Report

EQUIPMENT BY REGION REPORT (OPTIONAL)

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

Bracelets			Modems		
Serial Num	Inventory Status	RMA Damaged Number	Serial Num	Inventory Status	RMA Damaged Number
163	In Service Provider Inventory		104	Lost	
187	In Service Provider Inventory		213	In Service Provider Inventory	
3343	In Service Provider Inventory		445	In Service Provider Inventory	
4902	In Service Provider Inventory				
Total Bracelets: 4			Total Modems: 3		

Figure 30: Equipment by Region Report

EQUIPMENT BY LOCATION REPORT

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

AMS ALCOHOL MONITORING SYSTEMS, INC.		Equipment by Location		SCRAM [®] from AMS	
South Office					
Bracelets			Modems		
Serial Num	Inventory Status	RMA Damaged Number	Serial Num	Inventory Status	RMA Damaged Number
640	In Service Provider Inventory		127	In Service Provider Inventory	
647	In Service Provider Inventory		129	In Service Provider Inventory	
752	Pending Assignment		1281	Pending Removal	
827	In Service Provider Inventory		1322	In Service Provider Inventory	041310005
Total Bracelets: 4			Total Modems: 4		

Figure 31: Equipment by Location Report

EQUIPMENT BY STATUS REPORT

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

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

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

AMS ALCOHOL MONITORING SYSTEMS, INC.		Equipment by Status		SCRAM [®] from AMS			
In Transit to AMS							
Bracelets			Modems				
Serial Num	SP Location	Damaged	RMA Number	Serial Num	SP Location	Damaged	RMA Number
19		X	041180002	155			
25		X	041200002	Total Modems: 1			
136							
110	Client Conference Room	X	042820002				
116	Client Conference Room		041180003				
42	Equipment Closet		042820001				
Total Bracelets: 6							

Figure 32: Equipment by Status Report

INVENTORY TRACKING REPORT

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

Accounted For		Comments	Serial Number	Device Type	SP Location	Damaged	RMA Number	Last Status Change	Last Heard From	List Client
			142	SCRAM Bracelet	Boulder			11/10/2005	01/28/2003	Patterson, Dave
			154	SCRAM Bracelet	Loveland			11/10/2005	05/07/2003	Konkel, Trevin
			125	SCRAM Modem	Boulder			11/10/2005	05/03/2003	Patterson, Dave
			131	SCRAM Modem	Loveland			11/10/2005	05/17/2004	Konkel, Trevin

Figure 33: Inventory Tracking Report

Court

CLIENT SUMMARY FOR COURT REPORT

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

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

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

Name	Date Initially Assigned	Days Monitored	Last Confirmed		Confirmed Alerts		Total Conf. Alerts On Program To Date
			Alert Date	Date Last Reported	Positives	Tampers	
Black, Phil	09/16/2005	45		09/16/2005	0	0	0
Hamilton, Peter	07/09/2003	5	07/09/2003	04/04/2005	0	1	1
Harris, Tom	11/12/2004	0	12/11/2004	06/06/2005	0	0	1
Johnson, Steve	11/18/2004	116		08/24/2005	0	0	0
Robinson, Joe	11/03/2005	7	11/09/2005	11/10/2005	0	1	1

Figure 34: Client Summary for Court Report

Judge

CLIENT SUMMARY FOR JUDGE REPORT

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

AMS ALCOHOL MONITORING SYSTEMS, INC.		Client Summary for Tim Akers				SCRAM [®] TIM-AMS	
Name	Date Initially Assigned	Days Monitored	Last Confirmed Alert Date	Date Last Reported	Confirmed Alerts		Total Conf. Alerts On Program To Date
					Positives	Tampers	
Hamilton, Peter	07/09/2003	5	07/09/2003	04/04/2005	0	1	1
Harris, Tom	11/12/2004	0	12/11/2004	08/08/2005	0	0	1
Robinson, Joe	11/03/2005	7	11/09/2005	11/10/2005	0	1	1

Figure 35: Client Summary for Judge Report

Region

USAGE BY LOCATION REPORT

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

AMS ALCOHOL MONITORING SYSTEMS, INC.		Usage By Location for All Dates					SCRAM [®] TIM-AMS	
SP Location	Number of Clients at Start	Number of Clients Added	Number of Clients Removed	Number of Clients at End	Days Assigned			
County Court House	0	4	3	1	64			
South Office	0	0	0	0	0			
Totals:	0	4	3	1	64			

Figure 36: Usage by Location Report

Agency

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

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

The Client Summary for Agency Report is discussed first.

CLIENT SUMMARY FOR AGENCY REPORT

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

Client Summary for Adams County 7/4/2003 - 7/21/2003									
Barnes, Greg									
Washington, Lisa									
Name	Court	Judge	Date Initially Assigned	Days Monitored	Days Since Last Confirmed Alert	Date Last Reported	Confirmed Alerts 7/4/2003 - 7/21/2003 Positives	Tampers	Total Conf. Alerts On Program To Date
Grant, James			07/07/2003	27		07/10/2003	0	0	0
Hamilton, Peter			07/09/2003	4		07/14/2003	0	0	0
Totals:							0	0	0
Totals:							0	0	0
Grand Totals:									
# of Compliant Clients for Period:		2		# of Compliant Clients for All Dates:			2		

Figure 37: Client Summary for Agency Report

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.

Compliance Summary for Adams County				
	Total Clients	# of Compliant Clients	# Clients with Confirmed	# of Confirmed Alerts
Agent				
Washington, Lisa	7	6	1	2
Totals:	7	6	1	2
Alert Type				
Washington, Lisa			1	1
Washington, Lisa			1	1
Totals:	7	4	2	2
Client Type				
Washington, Lisa			1	2
Totals:	7	3	1	2

Figure 38: Compliance Summary by Agent Report – Summary

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

Compliance Detail for Adams County			
Agent: Washington, Lisa			
Client Type: Probation			
Client: Thompson, Beth			
Date/Time		Alert Type	Status
08/03/2003		Alcohol Detected	Resolved
08/03/2003		Potential Removal	Resolved

Figure 39: Compliance Summary by Agent Report – Details

USAGE BY AGENT REPORT

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

AMS ALCOHOL MONITORING SYSTEMS, INC.		Usage by Agent for Adams County				SRAM [®] from AMS
Agent Name	Number of Clients at Start	Number of Clients Added	Number of Clients Removed	Number of Clients at End	Days Assigned	
Barnes, Greg	0	0	0	0	0	
Perez, Martha	0	0	0	0	0	
Schilling, Paul	0	5	5	0	54	
Washington, Lisa	0	5	4	1	34,652	
Totals:	0	10	9	1	34,706	

Figure 40: Usage by Agent for Agency Report

AGENCY ACTIVITY REPORT

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

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

Agency Activity for Adams County				
Barnes, Greg				
Barnes, Greg Totals:	0	0	0	0
Washington, Lisa				
	Existing Alerts	Alerts Received	Alerts Resolved	Unresolved Alerts
Positives:	0	13	13	0
Tampers:	0	109	109	0
Equipment Alerts:	0	11	11	0
Washington, Lisa Totals:	0	133	133	0
Schilling, Paul Totals:	0	0	0	0

Figure 41: Agency Activity for Agency Report

Agent Supervisor

Two reports are available to Agent Supervisors. They include:

- Client Summary for Agent
- Usage by Agent

Each report is discussed separately.

CLIENT SUMMARY FOR AGENT SUPERVISOR REPORT

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

Client Summary for Greg Barnes										
Washington, Lisa										
Name	Court	Judge	Date Initially Assigned	Days Monitored	Days Since Last Confirmed	Date Last Reported	Confirmed Alerts		Total Conf. Alerts On Program To	
							Positives	Tampers		
Bryant, Steve			08/03/2003	2		08/04/2003	0	0	0	
Grant, James			07/07/2003	27		07/10/2003	0	0	0	
Hamilton, Peter			07/09/2003	4		07/14/2003	0	0	0	
Parker, Walt			04/17/2003	0		04/18/2003	0	0	0	
Siebert, Tom			04/18/2003	14		05/02/2003	0	0	0	
Simms, Joseph			04/10/2003	6		04/17/2003	0	0	0	
Thompson, Beth			08/03/2003	2	432	08/03/2003	1	1	2	
Totals:							1	1	2	
Grand Totals:							1	1	2	
# of Compliant Clients for Period:		6		# of Compliant Clients for All Dates:						6

Figure 42: Client Summary for Agent Supervisor Report

USAGE BY AGENT REPORT

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

AMS ALCOHOL MONITORING SYSTEMS, INC.		Usage by Agent for Lisa Washington				SRAM [®] from AMS
Agent Name	Number of Clients at Start	Number of Clients Added	Number of Clients Removed	Number of Clients at End	Days Assigned	
Washington, Lisa	0	5	4	1	34,652	
Totals:	0	5	4	1	34,652	

Figure 43: Usage by Agent Report

Agent

CLIENT SUMMARY FOR AGENT REPORT

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

Client Summary for Lisa Washington										
Name	Court	Judge	Date Initially Assigned	Days Monitored	Days Since Last Confirmed	Date Last Reported	Confirmed Alerts		Total Conf. Alerts On Program	
							Positives	Tampers		
Bryant, Steve			8/3/2003 11:10PM	2		8/4/2003 9:11PM	0	0	0	
Grant, James			7/7/2003 9:00PM	27		7/10/2003 1:06PM	0	0	0	
Hamilton, Peter			7/9/2003 4:54PM	4		7/14/2003 7:51AM	0	0	0	
Parker, Walt			4/17/2003 3:06PM	0		4/18/2003 6:33AM	0	0	0	
Siebert, Tom			4/18/2003 2:05PM	14		5/2/2003 9:21AM	0	0	0	
Simms, Joseph			4/10/2003 6:24PM	6		4/17/2003 8:18AM	0	0	0	
Thompson, Beth			8/3/2003 11:41PM	2		8/3/2003 11:23PM	0	0	0	
Grand Totals:							0	0	0	
# of Compliant Clients for Period:				7	# of Compliant Clients for All Dates:				7	

Figure 44: Client Summary for Agent Report

Client

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

CLIENT DETAILS REPORT

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

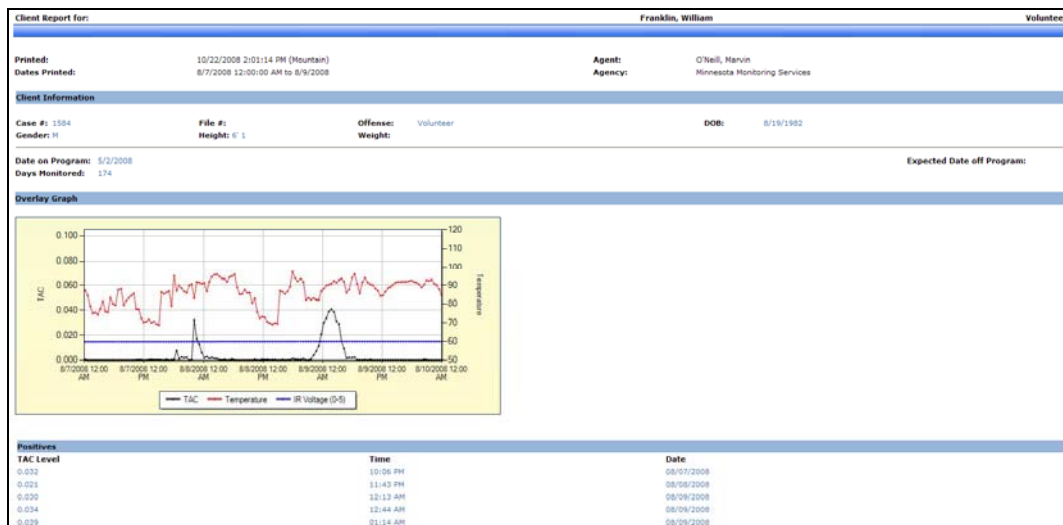


Figure 45: Client Details Report

NON-COMPLIANCE REPORT

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

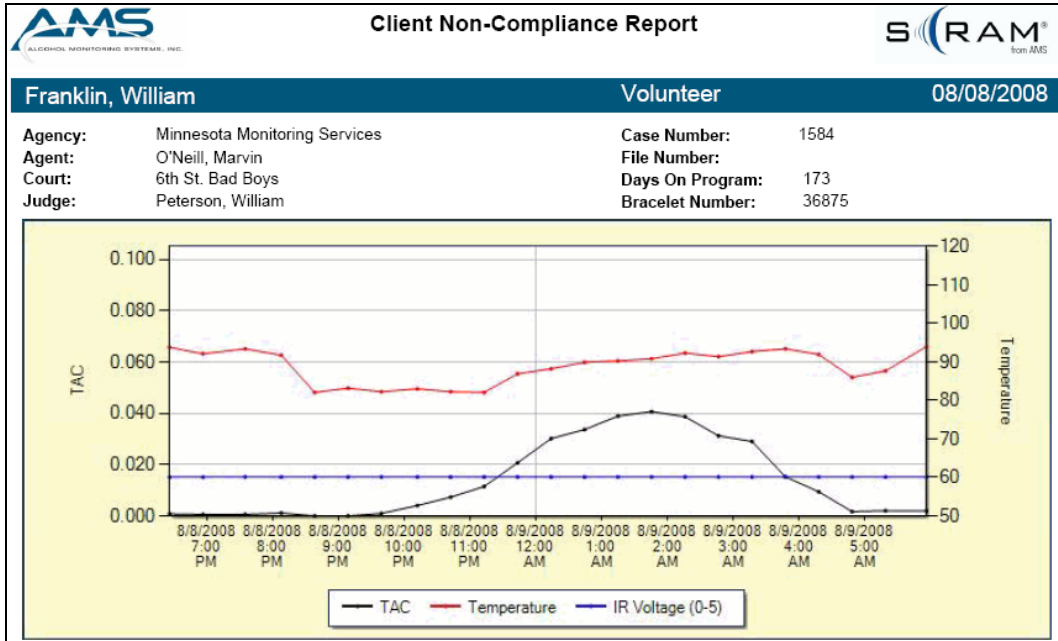


Figure 46: Non-Compliance Report

CLIENT COMPLIANCE REPORT

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

CLIENT		SUPERVISING AUTHORITY	
William Franklin		Minnesota Monitoring Services	
Case #: 3211		Marvin O'Neill	
File #:			
Offense: Volunteer			
DOB:			
Date On Program: 01/17/2006		ASSIGNED EQUIPMENT	
Expected Date Off Program:		Device Type	Serial Number
Days Monitored: 9		SCRAM Modem	931
Report Period: All Dates		SCRAM Bracelet	1785
Prepared: January 27, 2006			

William Franklin was placed on the SCRAM program on January 17, 2006 at 2:53 PM and continues to be monitored under the SCRAM program as of the date of this report. This report has been prepared for the above stated period.

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

Additional Comments:

Sincerely,

Figure 47: Client Compliance Report - Page 1

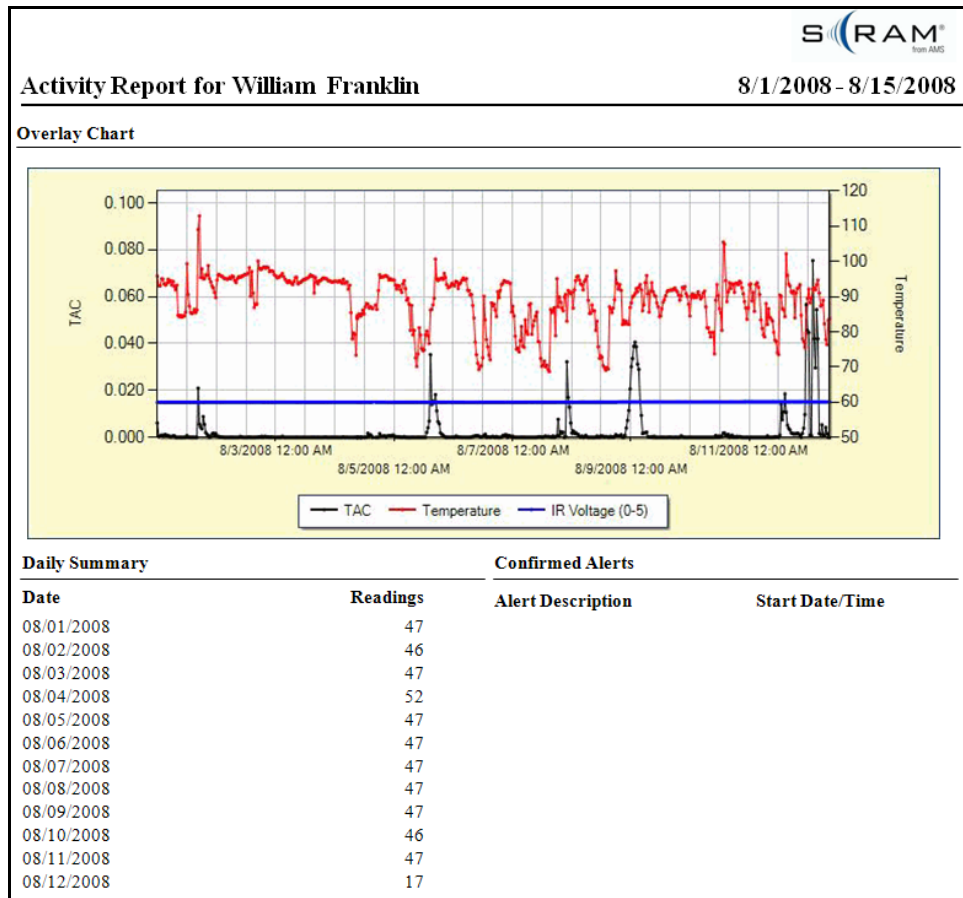


Figure 48: Client Compliance Report - Page 2

Billing

MONTHLY DEVICE ASSIGNMENTS REPORT

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

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

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

- Agency in which client is assigned
- Client name
- Bracelet serial number

- Checkout Date – Date SCRAM equipment assigned to client
- Check in Date – Date SCRAM equipment removed from client
- Days Assigned for Month

AMS ALCOHOL MONITORING SYSTEMS, INC.		Monthly Device Assignments				SCRAM [®] from AMS	
June, 2006							
Agency	Client	Case #	Device Type	Bracelet	Checkout Date*	Checkin Date*	Days Assigned for Month
Adams County							
	Baker, Jeff	4480043	SCRAM Bracelet	760	04/01/2005		20
	Patrick, Don	1	SCRAM Bracelet	3433	05/24/2005		20
							40
Humboldt County							
	McCormick, Frederick	1	SCRAM Bracelet	4302	02/16/2006		20
							20
Jefferson Parish Treatment Center							
	Davis, Terry	66490	SCRAM Bracelet	2809	11/21/2005		20
							20
Maine State Government							
	Mills, Jacob	sys 01	SCRAM Bracelet	2479	08/18/2004		20
	Young, Tony	2204	SCRAM Bracelet	2487	02/02/2004		20
							40
United Protective Services							
	Davidson, Cecille	30	SCRAM Bracelet	4175	04/26/2005		20
	Jones, Elizabeth	654	SCRAM Bracelet	2581	11/14/2005		20
							40

Figure 49: Monthly Device Assignments Report

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

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

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

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

Refer to the SCRAM Monthly Billing Worksheet section on page 110 to view an illustration of the data once its imported into an MExcel worksheet.

DAILY BILLING ASSIGNMENT REPORT

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

AMS		Daily Billing Assignment		SCRAM [®] from AMS	
June, 2006					
Date*	Assigned				
06/01/2006	7				
06/02/2006	6				
06/03/2006	6				
06/04/2006	6				
06/05/2006	6				
06/06/2006	6				
06/07/2006	7				
06/08/2006	7				
06/09/2006	7				
06/10/2006	7				
06/11/2006	7				
06/12/2006	8				
06/13/2006	8				
06/14/2006	8				
06/15/2006	9				
06/16/2006	11				
06/17/2006	11				
06/18/2006	11				
06/19/2006	11				
06/20/2006	12				
Total	161				

Figure 50: Daily Billing Assignment Report

EQUIPMENT DAMAGE SUMMARY REPORT

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

Billable Damage Summary - 1/1/2007 to 3/1/2007	
Adams County	
SCRAM Bracelet	
1934	02/16/2007
Back Strap	
278	02/13/2007
Back Strap	
3842	01/23/2007
Entire Bracelet	
5633	01/09/2007
Front Strap	

Figure 51: Billable Damage Summary Report

AMS INSPECTION REPORT

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

AMS <small>ALCOHOL MONITORING SYSTEMS, INC.</small>		AMS Inspection Report			S _{CRAM} [®] <small>from AMS</small>	
Equipment Type	Serial No.	Control Number	RMA Number	RMA Issue Date		
SCRAM Bracelet	1238	B123-20075	063530013	19-Dec-2006		
Customer			Return Date	Report Date		
Adams County			16-Jan-2007	19-Mar-2007		
Client Name:		Case Number:	Assigned Dates			
Stevenson, David						
Billable Damage						
Back Strap						

Figure 52: AMS Inspection Report

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 service provider or agency contacts:

- The client
- The client's agent

Agency Compliance Policy
<p>Information for the agent while their client is on the SCRAM Program . . .</p> <ul style="list-style-type: none">• Obstruction Violation<ul style="list-style-type: none">○ First Time<ul style="list-style-type: none">▪ The service provider phones the client and asks them to bring in the modem to perform an observed IR reading and review the data with client, showing good pattern vs. bad pattern.○ Second Time<ul style="list-style-type: none">▪ The service provider will notify the agent by phone and/or e-mail and a Violation Report of the first and second violation will be faxed and/or e-mailed.○ If the client continues to obstruct, the service provider will notify the agent by phone and/or e-mail and a Violation Report will be faxed and/or e-mailed.• Drinking Violation<ul style="list-style-type: none">○ The first time consumption is confirmed, the service provider will notify the agent by phone and/or e-mail and fax and/or e-mail them the Violation Report.• The service provider will contact the agent when:<ul style="list-style-type: none">○ The client has fallen more than 14 days behind with payment plan.○ The client will not return the service provider's phone calls.○ When the service provider fails to receive communication from the client's bracelet and/or modem for more than seven days.○ The client has missed an appointment time with the service provider.○ The client has completed the SCRAM Program.

Figure 53: Agency Compliance Policy

SCRAM CLIENT POLICY

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

SCRAM Client Policy
Information for the client prior to SCRAM installation . . .
Installation Appointment You must contact the service provider/agency within 24 hours to set a date and time for the installation of a SCRAM bracelet. You are responsible for setting up the installation appointment. Contact your agent to schedule an installation appointment.
Fees Dues for the SCRAM Program include the installation fee and the daily fee, which are defined by the service provider/agency. On the date and time set for the bracelet installation, you must bring: <ul style="list-style-type: none">• Installation fee• Your Directive• Picture ID
SCRAM Bracelet The SCRAM Bracelet fits around your ankle, is worn 24/7, and tests for alcohol every hour.
SCRAM Modem Plug the modem into a phone line and ensure that you are within the modem's range (30 feet) for 30 minutes everyday. The modem does not affect your phone's operation. You have three options for using the modem: <ul style="list-style-type: none">• Have an analog telephone line in your home• Be able to plug the modem into an analog phone line at a remote location at the designated communication times• Go to your service provider's office to use their analog phone line
Information for the client while on the SCRAM Program . . .
Equipment Maintenance Your agent may require that you come into your service provider's office for bracelet or modem maintenance. If the bracelet or modem malfunctions, you will be contacted to schedule an appointment.
Personal Hygiene The following restrictions are strictly enforced: <ul style="list-style-type: none">• No swimming or submerging in liquid• Showers are the only permitted bathing method If SCRAM becomes damaged, you will be held responsible for the cost of the damages or the equipment.

Figure 54: SCRAM Client Policy – Page 1

Alcohol-Based Products

You cannot use or be around products that contain alcohol. The list of products includes but is not limited to:

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

Violations

Client actions resulting in a violation:

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

SCRAM Program Completion

This will be determined based upon court directive and compliance.

Figure 55: SCRAM Client Policy – Page 2

SCRAM REFERRAL DIRECTIVE

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

<u>SCRAM Referral</u>	
Date of Referral: _____	
<u>AGENCY INFO</u>	
Referring Agency: _____	Referring Officer: _____
Officer Contact Info: _____	E-Mail: _____
Preferred Method of Notification: _____	
<u>CLIENT DATA</u>	
Offender's Name: _____	Case Number: _____
Address: _____	City: _____ State: _____ Zip: _____
Phone: _____	D.O.B. _____ Sex: _____ Race: _____
Education Level: _____	Preferred Language: _____
Occupation: _____	Hourly Wage: _____
Employment Info: _____	
<u>CRIMINAL BACKGROUND</u>	
Current Charges: _____	Prior Arrests: _____
Prior Convictions: _____	Term of Probation / Parole: _____
Status of Driver's License: _____ Valid _____ Suspended _____ Revoked	
<u>SCRAM CONDITIONS</u>	
Client to begin SCRAM monitoring by _____	
Length of Program: _____	Total Days to Complete: _____
Other Conditions: _____	

Figure 56: SCRAM Referral Directive

SCRAM PROGRAM PARTICIPANT AGREEMENT

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

SCRAM Program Participant Agreement		
Participant Name	Arthur Stewart	
Agency	16th Circuit Court Probation	
Agent Name	16TH CC PROBATION	
Date placed on program	10/19/2007	
<p>I, Arthur Stewart, have been placed in the SCRAM Program. As a condition of being allowed to participate in this Program, I agree to comply with all Program requirements set forth in this Agreement and to strictly follow the instructions of my probation officer or pretrial services agent. I understand that any failure by me to comply with this Agreement or the instructions of my officer or agent will be considered a violation of my supervision and may result in adverse legal consequences.</p> <p>As a condition of my participation in the Program, I agree to properly use the Secure Continuous Remote Alcohol Monitoring™ (“SCRAM”) equipment provided to me by my officer or agent. In that regard, I will wear the SCRAM Bracelet on my ankle for the duration of the Program and will allow the SCRAM Modem to be connected to my home or office telephone or as agreed with my officer or agent. I understand that the SCRAM Bracelet will, at pre-programmed intervals, test me for the presence of a positive blood alcohol concentration by the measurement of alcohol, which is being emitted as vapors through my skin. When the SCRAM Bracelet detects the presence of alcohol, it will record a positive reading and will transmit an alcohol alert to the SCRAM Modem. The SCRAM Bracelet also contains systems designed to detect interference or tampering and will also transmit a tampering alert to the SCRAM Modem.</p>		
I acknowledge receipt of:		
SCRAM Bracelet Number	19047	Initial Here
SCRAM Modem Number	2710	
1 Power Cord		_____
1 Phone Cord		_____
<p>I understand that I may be required to pay the daily cost of my SCRAM monitoring. If so ordered, I agree to pay the following cost per day on a schedule set forth in a separate payment agreement and will submit payments as directed by my officer or agent:</p>		
Daily Monitoring Cost	_____	Initial Here
Hook Up Fee	_____	
Additional Hook Up	_____	_____
<p>The additional hook up fee will be assessed if a new bracelet is required as a result of cut strap, submersion, or intentional damage to the bracelet components. I also understand that I will be held responsible for damage, other than due to normal wear, to the SCRAM equipment. I also understand that if I do not return the equipment in good working condition, I will be charged for the repair or the replacement of the equipment as follows:</p>		
Full Replacement of the SCRAM Bracelet	\$1400.00	Initial Here
Full Replacement of the SCRAM Modem	\$700.00	
Straps Replacement	\$175.00	_____
Page 1 of 3		

Figure 57: SCRAM Program Participant Agreement – Page 1

SCRAM Program Participant Agreement

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

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

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

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

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

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

Reporting Time 1: Monday by 11:59 PM

Reporting Time 2: Wednesday by 11:59 PM

Reporting Time 3: Friday by 11:59 PM

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

If I experience problems with the SCRAM Bracelet or SCRAM Modem, or if I lose electrical power at my residence, I agree to call my agent immediately. If I am unable to speak to my agent in person, or during non-business hours, I agree to call my agent and leave a message on their answering machine including my name, the date, the time, and the nature of my problem. If there has been a power problem, I agree that I will call and leave another message when the power is restored. I also agree to notify my agent of any problems with my telephone service as soon as I am able to do so.

Figure 58: SCRAM Program Participant Agreement – Page 2


SCRAM Program Participant Agreement		
I understand that as a participant in the Program that I am to abstain from any and all alcohol consumption and to avoid the use of products containing alcohol and to avoid certain restricted activities, as described as follows:		
Initial Here _____	Banned Products: I understand that I am not to use or possess any product containing alcohol, including, but not limited to: mouthwash, medicinal alcohol, household cleaners and disinfectants, lotions, body washes, perfumes, colognes, or other hygiene products that contain alcohol. No products other than soap and water should be used on the skin around the bracelet.	
Initial Here _____	Tampering: I understand that the use of banned products or any topical application of a product near the SCRAM Bracelet in an attempt to tamper with or alter its readings will be considered a violation of this Agreement.	
Initial Here _____	Swimming & Bathing: I understand that I am not to submerge the SCRAM Bracelet in water. Showers are the only permitted bathing method. I understand that if I submerge the SCRAM bracelet in water it will be treated as an 'attempt to defeat' and will be handled in the same manner as a tamper or obstruction. I understand that I will be held liable for any damages caused by submerging or damaging the SCRAM Bracelet as well as for additional hook up fees when new equipment is required due to intentional damage.	
Initial Here _____	Personal Hygiene: I agree that when showering, I will thoroughly clean the area around the bracelet with soap and water. I will thoroughly rinse with clean water and dry underneath the SCRAM Bracelet. I understand that failure to rinse away all soap and dry the area around the bracelet may result in a mild skin rash.	
Initial Here _____	Current Health Status or Pre-existing Medical Conditions: I agree that I will reveal my current health status to my officer or agent and will also notify them of any pre-existing medical conditions that I am aware of such as pregnancy, diabetes or any type of known skin disorder or condition.	
I acknowledge that I have received a copy of this Agreement and that it has been explained to me before signing. I understand that I must comply with the requirements of this Agreement until notified otherwise by my probation officer or pretrial services agent. I agree to call my officer or agent immediately if I have any questions about this Agreement or if I experience any problems with the SCRAM Bracelet or SCRAM Modem. I further understand that any violation of this Agreement will constitute a violation of the Program and may cause immediate adverse legal action to be taken against me.		
_____ Participant	_____ Date	
_____ Field Representative/Witness	_____ Title	_____ Date
Page 3 of 3		


Figure 59: SCRAM Program Participant Agreement – Page 3

Agent

SCRAM BRACELET DISINFECTING KIT INSTRUCTIONS

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

SCRAM BRACELET DISINFECTING KIT INSTRUCTIONS



Contents

This kit contains the following:

- 1 x 22 oz bottle of Sporidicin® antiseptic with spray applicator
- 1 box of disposable rubber gloves
- 1 copy of manufacturer's Material Safety Data Sheet (MSDS)
- 1 set of instructions (this document).

Instructions for Use

1. Put on protective rubber gloves (for one's own personal protection).
2. Remove SCRAM Bracelet from wearer.
3. Spray complete bracelet with Sporidicin® antiseptic, being especially sure to cover all areas in contact with the skin.
4. Let the Sporidicin® antiseptic remain on the bracelet for at least 10 minutes.
Note: Do not neglect to do this step or the disinfectant may not be properly effective against infectious microorganisms such as the HIV (AIDS) virus.
5. Remove rubber gloves.
Note: This step is essential before handling the SCRAM bracelet again (in order to prevent re-infection).
6. Remove the Sporidicin® antiseptic with a piece of paper toweling that has been moistened with water. This step is done to prevent the possibility of the antiseptic acting as a skin irritant.
Note: Do not use soap or any other type of chemical on the toweling.
7. Discard the rubber gloves and paper toweling with normal trash.

WARNING: The use of cleaners or disinfectants other than those contained in this kit may not provide adequate protection against infections and could damage the SCRAM bracelet.




Figure 60: SCRAM Bracelet Disinfecting Kit Instructions

MANUAL DATA UPLOAD

What you will need:

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

1. Plug In Modem

To plug in the modem:

- Plug a telephone line into either telephone jack on the modem using a dedicated analog line.
- Plug the power cord into the modem and into an electrical outlet.



SCRAM Modem

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

2. Wake Up Bracelet

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

To wake up the bracelet:

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



Small
Green
Light

Placing Magnet on Bracelet

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

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

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

3. Unplug and Re-plug In Modem

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

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

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

Figure 61: SCRAM Bracelet Manual Upload Instructions

Implementation

NEW CUSTOMER WEB SETUP FORM

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

New Customer Setup Form	
* - To be completed by the AMS Sales Rep, asterisk indicates fundamental information to be gathered. ! - To be completed by AMS Internal	
Sales Representative: _____	
*Company Information	
Company Name: _____	
Contact: _____	E-mail: _____
Phone: _____	Fax: _____
Address: _____	
City: _____	State: _____ Zip Code: _____
Time Zone: _____	Daylight Savings: _____ Yes _____ No <input type="checkbox"/>
! - Customer Support- CSM Assignment	
CSM: _____	
! - Assigned By: _____	Date: _____
! - Extranet User/Pass Created	
User: _____	Pass: _____
! - Created By: _____	Date: _____
*IT Department- Web Site	
Desired URL: _____ .scramnetwork.com	
Desired Date Available: _____	
! - Setup By: _____	Date: _____
*Billing – Contact and Terms	
Accounts Payable Contact: _____	
Phone: _____	E-mail: _____
Payment Terms Equipment: _____	
Payment Terms Service: _____	
Tax Exemption: _____ Yes _____ No	If Yes, Tax Certificate must be attached
! - Input By: _____	Date: _____
*Customer Support- Technical Contact Information	
Contact: _____	Position: _____
E-mail: _____	Phone: _____ Fax: _____
Contact: _____	Position: _____
E-mail: _____	Phone: _____ Fax: _____
Contact: _____	Position: _____
E-mail: _____	Phone: _____ Fax: _____
! - Added By: _____	Date: _____
*Inventory – Shipping Details	
Inventory Manager: _____	
Phone: _____	E-mail: _____
Ship to Address: _____	
City: _____	State: _____ Zip Code: _____
! - Input By: _____	Date: _____

Figure 62: New Customer Web Setup Form

CUSTOMER EQUIPMENT ORDER FORM

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


 Equipment Order Form <small>Please return by fax to: Alcohol Monitoring Systems - 303.791.4262</small>				
Date (= Order Number):	Customer Inventory Manager:			
Customer Name & Address:	Ship To Address:			
Telephone Number:	Ordered By:			
Date Required at Customer Site:	Authorized Signature:			
Item	Part Number	Quantity	Price	Total
Hardware Kit Includes per system: SCRAM II Bracelet (1) Battery/Faceplate Kit (2) Modem (1) Phone Cord (1) Modem Power Supply (1)	00140		\$1,500.00	
SCRAM Bracelet Kit Includes: SCRAM II Bracelet (1) Battery/Faceplate Kit (2)	00147		\$1,200.00	
Direct Connect Kit Includes: Direct Connect Device (1) USB Cable (1) Direct Connect Quick Guide (1)	00301		\$600.00	
Battery/Faceplate Kit Includes: Faceplate (1) Battery (1) Tamper Clip (1) Exhaust Cap (1)	00154		\$8.00	
Modem Kit Includes: Modem (1) Phone Cord (1) Power Supply (1)	0103		\$400.00	
SCRAM Customer Field Kit Includes: Tool Kit (1) Torx Screw (20) Tamper Clip (20) Disinfectant Spray (1) - 22oz. Spray Bottle Nitril Gloves (1) - Box of 40 each Bio Hazard Bags (4)	00181		\$40.00	
Strap Replacement Kit Includes: Fixed Strap (1) Adjustable Strap (1) Torx Screw (2) Left Hand Strap Cover (1) Right Hand Strap Cover (1) Exhaust Cap (1)	00188		\$15.00	
Tool Kit Includes: Tool Set (1) Magnet (1)	00175		\$15.00	
SCRAM Consumables Includes: Phone Cord (1) - Box of 20 each Modem Power Supply (1) - Box of 5 each Faceplate (1) - Box of 25 each Tamper Clip (1) - Box of 20 each Torx Screw (1) - Box of 20 Exhaust Cap (1) - Box of 20 each Disinfectant Spray (1) - 22oz. Spray Bottle Nitril Gloves (1) - Box of 40 each Bio Hazard Bags (4) Magnet (1) - Box of 10 each Tool Set (1) Size 2 or Larger Strap (1)	1042 8116 00322 11176 10329 10168 8182 9508 11078 9510 00126 00259		\$30.00 \$40.00 \$125.00 \$15.00 \$2.00 \$10.00 \$10.00 \$15.00 \$2.00 \$10.00 \$4.00 \$7.00	
Payment Type:	AMS Rep:			

Figure 63: Customer Equipment Order Form

SCRAM MONTHLY BILLING WORKSHEET

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

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

/NewDataSet				
/BillingReport/Agency	/BillingReport/AssignDays	/BillingReport/AssignDays/#agg	/BillingReport/Bracelet	/BillingReport/Bracelet/#agg
Court Protective Services	31	31	4756	4756
Court Protective Services	31	31	2754	2754
Court Protective Services	31	31	3546	3546
Court Protective Services	31	31	5052	5052
Court Protective Services	31	31	2386	2386
Court Protective Services	31	31	2773	2773
Court Protective Services	31	31	3491	3491
Court Protective Services	31	31	2762	2762
Court Protective Services	31	31	2374	2374
Court Protective Services	31	31	928	928
United Court Services Inc	18	18	1521	1521
United Court Services Inc	18	18	1904	1904
Lincolville Justice Court	29	29	4439	4439
Lincolville Justice Court	29	29	3051	3051

Figure 65: Monthly Billing Worksheet

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

Agency	AssignDays	JudgeName
Bracelet	Region	CaseNumber
ClientName	CourtID	ServiceProviderName
CourtName	CourtShortName	DateCheckin
DateCheckout	DeviceAssignmentID	Location
DeviceType	JudgeID	RegionName

Post Enrollment

OFFENDER FEEDBACK FORM

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


		SCRAM System Feedback Form							
Your Name : _____									
Would you be willing to briefly discuss your SCRAM System experience with us? Yes <input type="checkbox"/> No <input type="checkbox"/>									
If yes, please include a telephone number at which you can be reached, and a time of day that would be most convenient for you.									
Phone number: _____		Time of day: _____							
Please take a moment to record your thoughts, feelings, and experiences you have had using the SCRAM System. We value your suggestions, as we are continually improving the SCRAM System usability. Use the following scale to indicate your responses as you read the statements below:									
Scoring 1 - 5									
5	Strongly agree	4	Somewhat agree	3	Agree	2	Somewhat disagree	1	Strongly disagree
The SCRAM Bracelet									
The SCRAM Bracelet is easy to wear while performing my daily activities.				<input style="width: 50px; height: 20px;" type="text"/>					
Comments:									
The SCRAM Modem									
Setting up the SCRAM Modem in my home was a simple process.				<input style="width: 50px; height: 20px;" type="text"/>					
Comments:									

Figure 66: Offender Feedback Form - Page 1

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

Comments:

Additional comments or suggestions for improvement:

SCRAM System Overall Rating

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

Comments:

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

Comments:

Additional comments or suggestions for improvement:

Thank you for your participation!
Please write additional comments on the back of this page

Figure 67: Offender Feedback Form - Page 2

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	<ol style="list-style-type: none"> 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) 	<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 1. DA advised immediately 2. Client contacted as directed by DA 3. Confirmation report sent to DA, upon receipt 	<ol style="list-style-type: none"> 1. DA advised immediately 2. Client contact as directed by DA 3. Confirmation report sent to DA, upon receipt

Appendix A – Alerts/Program Violations Model

Type of Alert/Non-Compliance	First Event	Second Event*	Third Event*
Tamper/Obstruction (IR and Temp readings show object placed between leg and bracelet)			
Suspected	<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 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
Confirmed	<ol style="list-style-type: none"> 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 	See First Event	See First Event

Appendix A – Alerts/Program Violations Model

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

Appendix A – Alerts/Program Violations Model

Type of Alert/Non-Compliance	First Event	Second Event*	Third Event*
More Than 48 Hours	<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 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
<p>Communication Failure (no communication attempted)</p>			
24 Hours	<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 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

Appendix A – Alerts/Program Violations Model

Type of Alert/Non-Compliance	First Event	Second Event*	Third Event*
48 Hours	<ol style="list-style-type: none"> 1. Operator calls client to determine problem 2. Client directed to download same day 3. Information included in daily report to DA 	<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 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
More Than 48 Hours	<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 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

Appendix A – Alerts/Program Violations Model

Type of Alert/Non-Compliance	First Event	Second Event*	Third Event*
Failure to Pay Fees			
Overdue With No Balance Due	<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 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

Appendix A – Alerts/Program Violations Model

Type of Alert/Non-Compliance	First Event	Second Event*	Third Event*
Overdue With Balance Due	<ol style="list-style-type: none"> 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			
	<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 1. Operator advises DA that services are suspended 2. Letter to client advising that services are suspended and that the DA has been notified

Appendix A – Alerts/Program Violations Model

Type of Alert/Non-Compliance	First Event	Second Event*	Third Event*
Failure to Maintain Current Contact Information			
	<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 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			
	<ol style="list-style-type: none"> 1. Operator calls client to determine problem 2. Client warned of possible non-compliance event 3. Information included in daily report to DA 	<ol style="list-style-type: none"> 1. Operator calls client to determine problem 2. Client directed to download same day, either: <ol style="list-style-type: none"> a. Manual download or b. Come into office 3. Client warned of possible non-compliance event 4. Information included in daily report to DA 	<ol style="list-style-type: none"> 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