

SCRAM TouchPoint

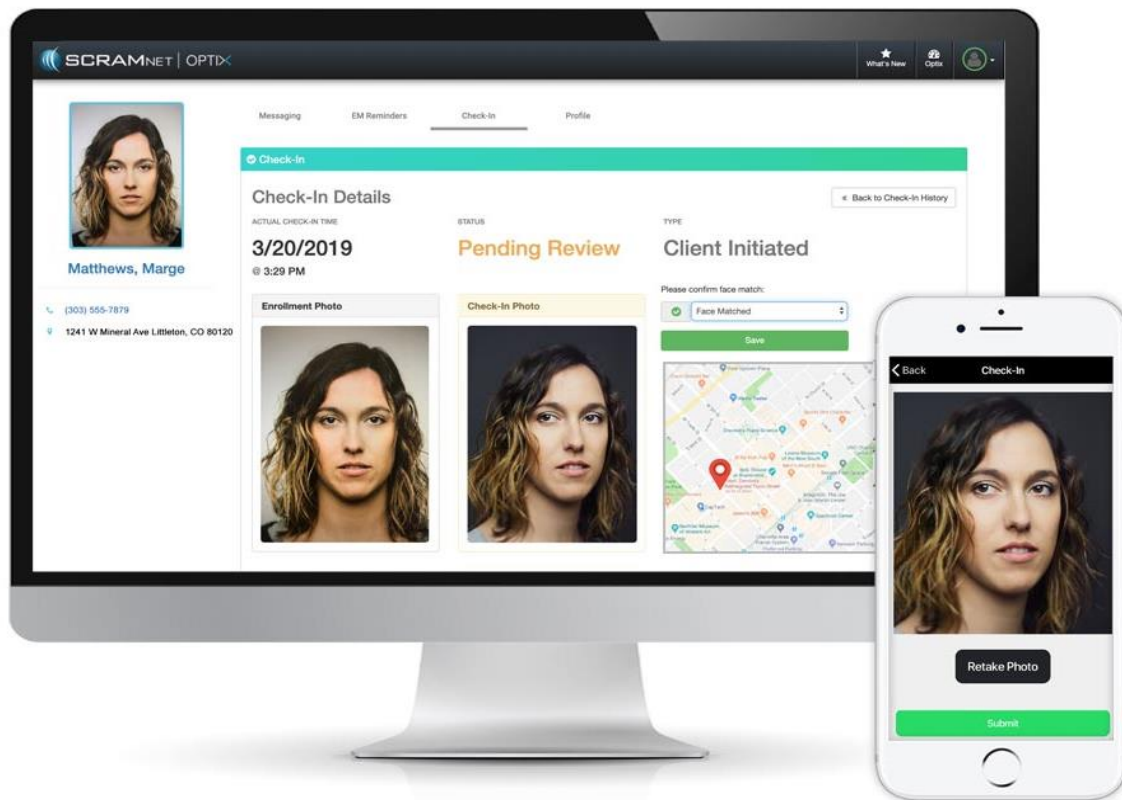
SCRAM TouchPoint is a client-facing mobile application (app) that enables officers to effectively manage pretrial, probation, and parole clients. With secure and stored messaging, configurable mobile phone check-ins, automated reminders, and document management, SCRAM TouchPoint streamlines the most common interactions with clients, saving officers significant time per client per month—helping them to focus on tasks and alerts that matter most.

SCRAM TouchPoint integrates seamlessly with any existing SCRAM electronic monitoring caseloads, or it can be used as a standalone tool for community supervision. Clients can download the app through both iOS and Android stores.

Remote Client Check-In. Officers can schedule check-in/self-report times or trigger an on-demand location check to ensure clients are where they are supposed to be. Clients must answer a series of questions selected by the officer and verify or submit updates on key information such as current residence, employment, and contact with law enforcement. A photo is taken and recorded.



Officers can manage clients more efficiently with remote check-in, automated reminders, and secure two-way messaging.



For use as standalone monitoring or to supplement current electronic monitoring, SCRAM TouchPoint enables clients to complete scheduled or on-demand check-ins right from their smartphone.

GPS Monitoring. Officers will receive a GPS point with every check-in to verify the client's location, giving officers additional insight into the client's response. Officers can then immediately act if the client is not in compliance.

Two-Layer Client Verification Process. TouchPoint provides two layers of client verification to help ensure accuracy and to reduce circumvention attempts. Prior to completing a mobile check-in, the client is required to provide a passed fingerprint or face identification (biometric verification) as supported by their mobile phone. Then, built-in facial authentication software automatically reviews and compares the client's check-in photo to a library of matched photos to verify their identity with 98-99% confidence.

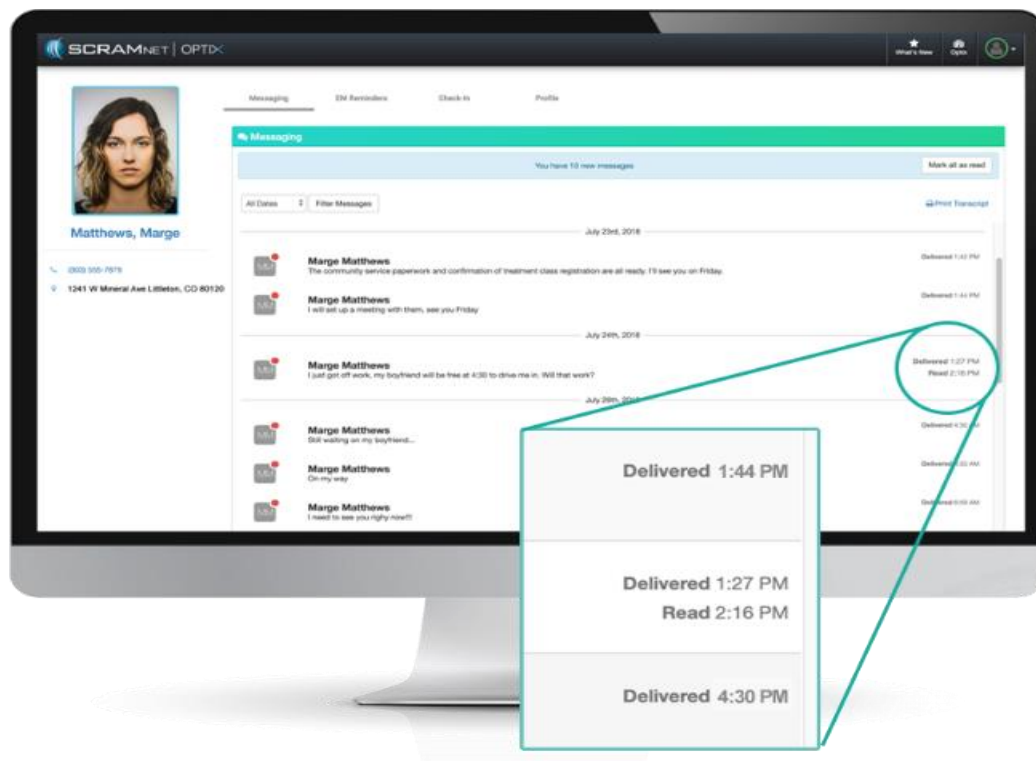
Officer Dashboard. The software displays the officer dashboard providing 24/7 access to client detail and check-in results, such as:

- Recorded date and timestamp of client check-ins and confirmation of facial verification or failure.
- Confirmation of biometric recognition or failure.
- Client updates of key information and clear identification of missing responses.
- New documents flagged for officer review.
- GPS location detail or clear indication of missing GPS verification.

Check-In				
Check-In History				
All Dates ▾ Filter Check-Ins				
Date & Time 📅	Facial Recognition	Results	Status	Type
2/5/2020 @ 2:31 PM	Face Matched	No GPS Location Pending Photo Review	Resolved	Client Initiated
2/5/2020 @ 2:19 PM	Inconclusive Image	No GPS Location Pending Photo Review	New	Client Initiated
1/5/2020 @ 1:03 PM	Inconclusive Image	Responses to Questions Pending Photo Review	New	Client Initiated
12/13/2019 @ 9:54 AM	Inconclusive Image	Pending Photo Review	New	Client Initiated
11/27/2019 @ 1:24 PM	Inconclusive Image	Pending Photo Review	New	Client Initiated
10/14/2019 @ 10:30 AM	Inconclusive Image	Responses to Questions Pending Photo Review	New	Client Initiated
9/23/2019 @ 3:51 PM	Face Match in Progress	Pending Photo Review	New	Client Initiated
8/2/2019 @ 3:23 PM	Cannot Determine	Pending Photo Review Responses to Questions	In Progress	Client Initiated

Secure, Real-Time Messaging. With a single click from the dashboard, Users can send messages directly to individual clients through the SCRAM TouchPoint app, empowering officers to communicate with Product Users/clients in real-time without having to disclose their own mobile phone number. Other features include:

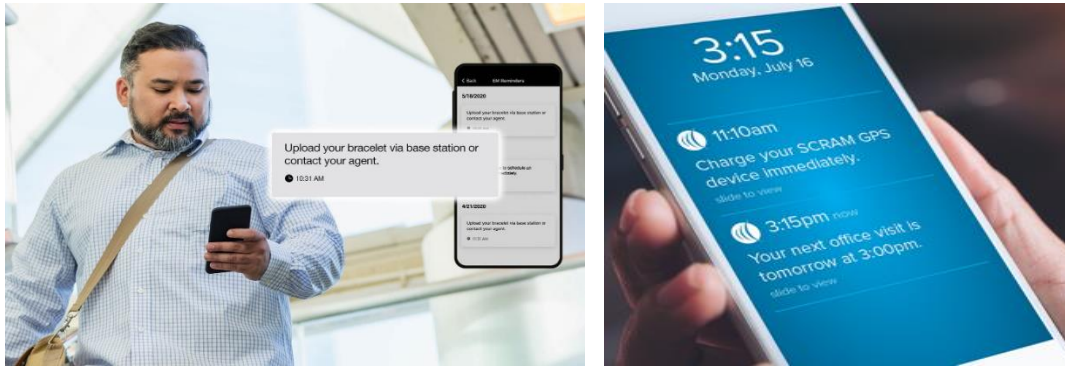
- **Read Receipts.** Officers know when clients open and view messages.
- **Text-to-All.** Officers can simultaneously send a message to all or a portion of their caseload. This functionality is beneficial for mass communications such as monthly billing/invoice distribution, weather-related alerts, office closures, surveys, staff illness, etc. Officers save time by using this efficient way to communicate the same message to large groups of clients.
- **Multi-Layer Notifications.** This consists of internal alerts (within the app) and external push notifications. The client is constantly being apprised of when a new message has been received from their supervising authority.
- **Communication Management.** With saved transcripts, shared messaging permissions, and printing capabilities, it's easy for officers to manage client communications across caseloads.



Officers receive confirmation when messages are read.

Automated Electronic Monitoring Reminders. For those using SCRAM CAM, SCRAM Remote Breath, and SCRAM GPS electronic monitoring devices, SCRAM TouchPoint automatically notifies clients about routine maintenance activities for their electronic monitoring device, such as reminders to charge their device or to contact their officer.

With automated reminders, clients will be more apt to comply with routine electronic monitoring requirements and successfully complete their activities. This allows officers to focus on more important tasks instead of spending time on unnecessary follow-up.

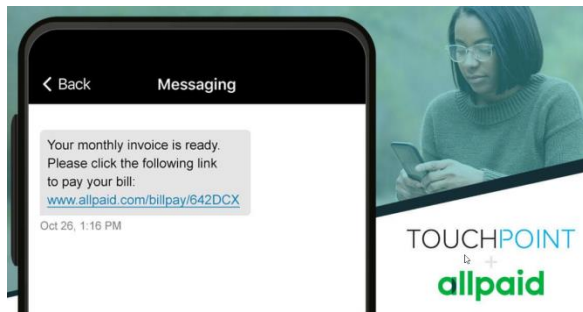


Automated reminders to clients allow officers to spend time on priority tasks.

Document Management. Clients can upload photos of documents, such as a driver's license, paystubs, proof of housing, and more. Officers can share documents such as scans of paperwork detailing changes in the client's terms of supervision, invoices, court orders, and drug test results.

Video Conferencing Capabilities. SCRAM TouchPoint can integrate video chat functionality to help Participating Entities communicate with Product Users/clients face-to-face, safely and effectively. TouchPoint can be used with any platform—including GoToMeeting™, Microsoft® Teams, Zoom, and more—so departments can continue using their web conferencing software of choice.

Depending on the platform's capabilities, officers can perform scheduled or on-demand video meetings to increase efficiency and minimize face-to-face contact. Also, officers frequently use video conferencing technology to connect with clients for virtual office visits, quick check-ins, or as a follow-up to any remote client activity an officer may have concerns about.



SCRAM TouchPoint's integration with AllPaid's secure, single-source payment platform removes the need for manual billing and collections, ultimately saving valuable time.

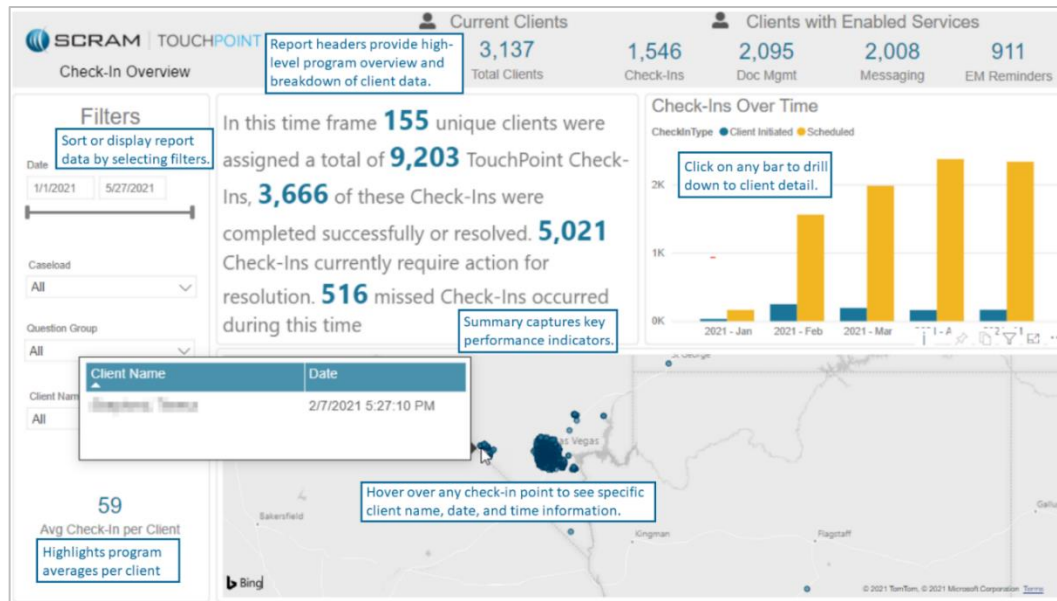
Billing and Collections. With paper invoices, manual bookkeeping, and keeping records up-to-date, client billing, and collections can be a time-consuming and cumbersome process. With SCRAM TouchPoint's integration through AllPaid, a Participating Entity can easily generate invoice notifications through the app, and clients can pay their bill online—saving time while increasing collections.

TouchPoint Integration. Information can be programmed to flow between TouchPoint and the Participating Entity's Case Management System (CMS) via a mass upload of clients and/or an Application Programming Interface (API).

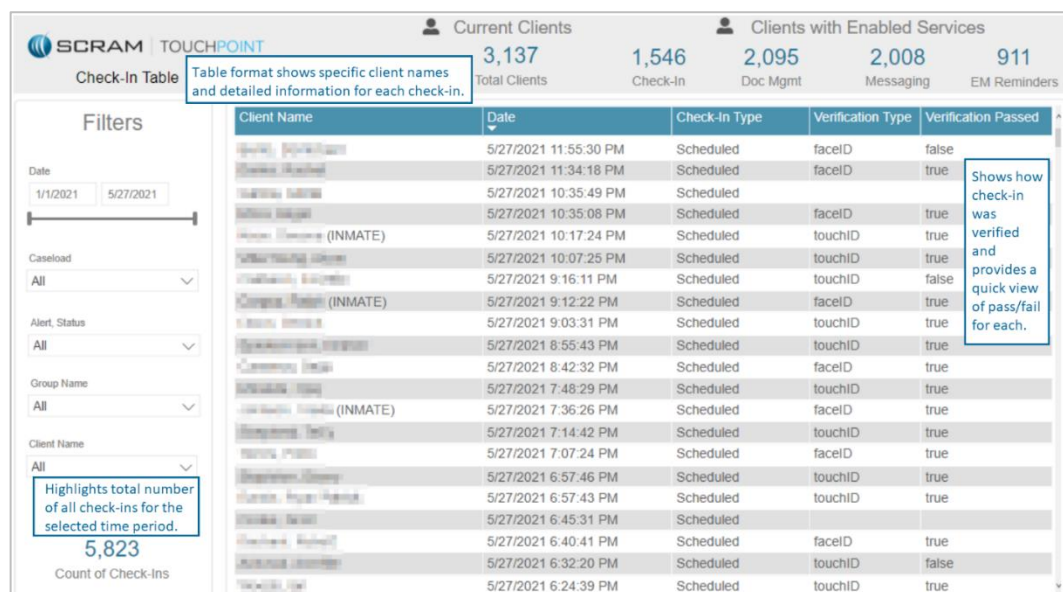
Reports. Users can review program highlights or drill down to find specific client data. All check-in details are available via reports that can be filtered by such fields as date range, specific caseload, group, client, or alert status. SCRAM TouchPoint Reports feature report headers, filters, charts, detailed summaries, and easy-to-view mapping displays of client check-in data. With 24/7 access to reports, officers remain informed and are readily able to summarize high-level program information or drill down to detailed client data. All reports can be viewed, printed, or exported as needed.

The State will have access to reports that provide a high-level overview of performance of its SCRAM TouchPoint program:

- Check-In Overview.** Provides the total number of active TouchPoint Product Users/clients, as well as a breakdown of clients by TouchPoint-enabled services. The reports can be further filtered by a specific caseload, question group, and/or client name. Officers can “drill down” into the check-in data for a specific time period, as well as see client, date, and time information for that check-in location.



- Check-In Table.** Provides the total number of active TouchPoint clients for the time period chosen, as well as a breakdown of clients by TouchPoint-enabled services. It is similar to the Check-In Overview but presents the data in a table format rather than on a chart. This report also displays the verification method used by the client’s smartphone and whether the check-in passed verification.



The screenshot shows the SCRAM TouchPoint Check-In Table dashboard. It features a 'Filters' panel on the left with options for Date (1/1/2021 to 5/27/2021), Caseload (All), Alert Status (All), and Group Name (All). The main section displays a table of check-in data. A callout box highlights that the table format shows specific client names and detailed information for each check-in. Another callout box explains that the table shows how the check-in was verified and provides a quick view of pass/fail for each.

Client Name	Date	Check-In Type	Verification Type	Verification Passed
[redacted]	5/27/2021 11:55:30 PM	Scheduled	faceID	false
[redacted]	5/27/2021 11:34:18 PM	Scheduled	faceID	true
[redacted]	5/27/2021 10:35:49 PM	Scheduled	faceID	true
[redacted]	5/27/2021 10:35:08 PM	Scheduled	faceID	true
[redacted] (INMATE)	5/27/2021 10:17:24 PM	Scheduled	touchID	true
[redacted]	5/27/2021 10:07:25 PM	Scheduled	touchID	true
[redacted]	5/27/2021 9:16:11 PM	Scheduled	touchID	false
[redacted] (INMATE)	5/27/2021 9:12:22 PM	Scheduled	faceID	true
[redacted]	5/27/2021 9:03:31 PM	Scheduled	touchID	true
[redacted]	5/27/2021 8:55:43 PM	Scheduled	touchID	true
[redacted]	5/27/2021 8:42:32 PM	Scheduled	faceID	true
[redacted]	5/27/2021 7:48:29 PM	Scheduled	touchID	true
[redacted] (INMATE)	5/27/2021 7:36:26 PM	Scheduled	faceID	true
[redacted]	5/27/2021 7:14:42 PM	Scheduled	touchID	true
[redacted]	5/27/2021 7:07:24 PM	Scheduled	faceID	true
[redacted]	5/27/2021 6:57:46 PM	Scheduled	touchID	true
[redacted]	5/27/2021 6:57:43 PM	Scheduled	touchID	true
[redacted]	5/27/2021 6:45:31 PM	Scheduled	faceID	true
[redacted]	5/27/2021 6:40:41 PM	Scheduled	faceID	true
[redacted]	5/27/2021 6:32:20 PM	Scheduled	touchID	false
[redacted]	5/27/2021 6:24:39 PM	Scheduled	touchID	true

- **Check-In Heat Map.** Provides a visual of the geographical locations of the greatest concentration of TouchPoint check-ins (as determined by location services on the clients' smartphones). This report can be filtered by date range, specific caseload, alert status, and/or group name.

