



Case Study



Partnering to Empower: How a Missouri Service Provider Enhances Victim Safety with SCRAM Ally®

PROGRAM HIGHLIGHTS

- Criminal Justice Services utilizes electronic monitoring for a range of high-risk cases, including domestic violence and stalking
- A persistent issue in many of these cases involving victims is the ongoing state of fear once an offender is released
- Criminal Justice Services offers the SCRAM Ally® mobile app to victims, which provides instant notification to both the victim and the supervising authority when the GPS wearer is in proximity

LOCATION

Farmington and Potosi, Missouri

CATEGORIES

Domestic Violence
Probation

MOBILE APP & SOFTWARE SOLUTIONS



SCRAM Ally®



SCRAM GPS® 9 Plus

About the SCRAM Service Provider

Criminal Justice Services (CJS) is a private service provider for multiple counties across Missouri. Initially founded as a private probation office offering court-ordered classes, CJS has evolved into an agency dedicated not only to monitoring but also to improving the lives of individuals undergoing criminal charges. Its comprehensive services include private probation, diversion programs, pre-trial monitoring, and electronic monitoring, along with assistance for clients in job searches and substance abuse treatment.

The Challenge: Connecting the Dots

CJS provides electronic monitoring for a range of high-risk cases, including drug trafficking, domestic and child abuse, and sexual crimes, often involving individuals who are required to be on house arrest. A persistent issue in these cases—and particularly in those involving victims—is the ongoing state of fear that victims can experience once an offender is released from custody.

As a CJS representative points out, an offender could be living across the country, but the victim may still feel unsafe. Without a direct line of communication or a way to stay informed, victims are often left out of the loop and feel vulnerable. The challenge for CJS was to find a way to provide victims with a sense of security and empowerment.

The Solution: Empowering Victims with SCRAM Ally

CJS was able to address this challenge by integrating SCRAM Ally®, a GPS-based victim notification mobile app, into its programs. CJS works closely with the county prosecutor's office and victim advocates to ensure victims are aware of and have access to the Ally app when protective orders are in place with GPS tracking. The court's directive for victim notification is often applied on the defendant's bond sheet or as a probation condition, and CJS customizes the monitoring to meet these requirements.



How It Works:

Customized Geo-Zones: CJS creates customized “victim zones” and “buffer zones.” For example, if a court order specifies a 1,000-foot range of protection, CJS will set the victim’s buffer zone at 1,000 feet with alerts sent to both CJS staff and the victim. An additional buffer zone will also be created with alerts sent to CJS staff, allowing for proactive intervention.

Dual Alert System: CJS utilizes both in-house staff and SCRAM Systems monitoring services for high-risk cases. This ensures that a minimum of three CJS staff members receive critical notifications, with backup from SCRAM Systems’ professional monitoring team. Additionally, they partner with bond agents, allowing them to receive text notifications to further strengthen the alert network.

Tailored Communication: CJS understands that too many alerts can cause unnecessary stress for a victim. They tailor notifications on a case-by-case basis, ensuring victims are only notified of critical alerts. This balance helps provide peace of mind without creating additional anxiety.

Flexible Payment Models: CJS has seen payment for the Ally app come from the victim, the offender, or the court. However, a key part of the provider’s philosophy is that victims should not be burdened financially, so they avoid charging victims unless specifically notified by the court.

“SCRAM Ally has changed my life! Our story is very complex: from domestic assault and witness and evidence tampering, to harassment and stalking—I looked over my shoulder everywhere I went and was always concerned with who was driving past my house. I was constantly worried not only for my life and safety, but for my two daughters as well.

I’m thankful for Ally, backed by someone I trust to look after the alerts. I can at least take a breath when I’m grocery shopping or out with my girls, so that if danger is close, we have an alert. Thank you for providing this program to us!”

— SCRAM Ally User

The Impact: Support and Control to the Victim

The implementation of SCRAM Ally has had a profound impact on how CJS supports victims. Beyond simply providing technology, the app serves as a vital communication bridge.

Ending a State of Fear: The ability to be notified if an offender approaches a restricted zone gives victims a sense of security and control. It has proven to be a crucial tool for helping them live their lives without the constant anxiety of a potential encounter.

Building Trust and Support: In cases where Ally is utilized, CJS can establish a direct line of communication with the victim, which is often difficult in other cases. This allows CJS staff to explain the technology, address any questions, and even help connect victims with other services, such as mental health support.

Protecting Both Sides: A CJS representative shared that the technology has been effective in protecting not only victims from physical or mental harm but also in protecting offenders from false allegations.

Conclusion: A Non-Negotiable Service

According to Adam Wells, Owner of Criminal Justice Services, victim notification technology like SCRAM Ally is “not negotiable” in domestic violence cases. “Victims deserve the right to not just be safe, but to feel safe,” Adam shared. While the technology is an essential piece of the puzzle, CJS’s success lies in its commitment to the human element. The agency’s proactive communication and availability to victims are what truly provide comfort and reassurance. As the CJS representative put it, “we are the rest” of the solution.

“I am so grateful that I had this app and the team at Criminal Justice Services, so I could feel as safe as possible and know I had backup if I was ever in trouble.”

— SCRAM Ally User

