

## **PUBLIC NOTICE**

### **SOQ 22-002**

The Jefferson Parish Department of Juvenile Services is hereby soliciting Statements of Qualifications from firms or individuals interested and qualified to provide legally defensible drug screenings for the youth placed on probation by the Jefferson Parish Juvenile Court.  
(Resolution #138681) (Deadline Date: January 4, 2022)

#### **General**

Many of the youth placed on probation by the Jefferson Parish Court have substance abuse related issues. Through substance abuse testing, we are able to identify those youth in need of intervention. Once those needs are identified, we can help manage any addiction concerns through therapeutic services and probation supervision. A lower rate of substance abusers coincides with a lower rate of delinquent activity and recidivism amongst those involved in the juvenile justice system.

#### **Scope of Services**

As a minimum, the **scope of services** will include the following:

- 1) Timely completion of multi-panel screens for all major drug classifications, alcohol, designer and street drugs for the youths currently on probation
- 2) Expert availability for technical assistance, result interpretation, and telephonic testimony
- 3) Accessibility to screening forms and screen results via online portal
- 4) Ability to prove and track the chain of custody
- 5) The supply of collection materials and packaging for the facilitation of in-house sample collection and corresponding paperwork
- 6) Ability to provide initial and booster trainings to the Department of Juvenile Services Probation Department in collection procedure, chain of custody, result interpretation and other areas as both parties see fit

#### **Evaluation Criteria**

The following criteria will be used to evaluate the statements submitted in response to this Public Notice:

1. Ability to provide accurate multi-panel substance abuse testing, including current street drugs, designer substances and alcohol, with proof of a small margin of error in past performances. (20 points)
2. Efficient timely completion of screens, proof of 24-48 hour turnaround times in past performances. (20 points)
3. Identifiable chain of custody, including a specified forensic procedure from sample collection through result identification for legally defensible results. (20 points)
4. Online portal accessibility to manage collections, including the ability to gather forms related to sample collection, check the status and results of screens. (20 points)
5. Professional training, certifications, and experience of staff in relation to drug screen collection. (10 points)
6. Accessibility to specialists who can interpret results, provide confirmation of results, and speak to future trends in drug use amongst youth. (10 points)

#### **Minimum Requirements for Selection**

1. At least one staff member with postgraduate level specialization in toxicology, pathology or related field. This employee will be on site at the screening facility and their job description shall include overseeing substance abuse testing.
2. The vendor under consideration shall employ lab technicians with specialized training and background in toxicology, lab collection, chain of custody, and/or related fields.

**For further information, contact Matthew Villio, Probation Supervisor, (504) 364-3750 extension 87447 and/or John S. Ryals, Jr., Ph.D., Evaluation/Treatment Supervisor, Department of Juvenile Services, extension 87438.**

#### **Compensation**

Compensation for the required services will be made on a per test basis or a fixed fee basis, or a combination of both.

### **Questionnaire and Submittals**

A General Professional Services Questionnaire, including professional license information, must accompany statements of qualifications. Please obtain required questionnaire by calling the Purchasing Department at (504)364-2678 or (504)364-2682. The submitting individual(s) or firms must identify all subcontractors who would assist in providing professional services for the project. Each subcontractor shall submit all documents and information included in the questionnaire.

Submissions are to be submitted on the e-Procurement site at [www.jeffparishbids.net](http://www.jeffparishbids.net) no later than 3:30 PM on January, 4, 2022.

These submissions will only be accepted electronically via the Parish's e-Procurement system, Central Bidding. Central Bidding can be accessed by visiting either [www.centrauctionhouse.com/SignUp](http://www.centrauctionhouse.com/SignUp) or [www.jeffparishbids.net](http://www.jeffparishbids.net). All vendors will be required to register with Central Bidding. Jefferson Parish vendors are able to register for free by accessing the following link: [www.centrauctionhouse.com/registration.php](http://www.centrauctionhouse.com/registration.php).

No submittals will be accepted after the deadline of:  
3:30 PM on January, 4, 2022.

Affidavits are not required to be submitted with the Statement of Qualifications (General Questionnaire) but shall be submitted prior to contract approval.

Disputes/protests relating to the decisions by the evaluation committee or by the Jefferson Parish Council shall be brought before the 24<sup>th</sup> Judicial Court.

(Resolution No. 138681)

Parish Wide

ADV.: The New Orleans Advocate: December 15, 2021



**SOQ 22-002 Provide legally defensible drug screenings for youth placed  
on probation**

Jefferson Parish Government

Project documents obtained from [www.CentralBidding.com](http://www.CentralBidding.com)

16-Dec-2021 12:35:22 PM

## **General Professional Services Questionnaire Instructions**

- The General Professional Services Questionnaire shall be used for all professional services except outside legal services and architecture, engineering, or survey projects.
- **The General Professional Services Questionnaire should be completely filled out. Complete and attach ALL sections. Insert “N/A” or “None” if a section does not apply or if there is no information to provide.**
- Questionnaire must be dated and signed by an authorized representative of the Firm. Failure to sign the questionnaire shall result in disqualification of proposer pursuant to J.P. Code of Ordinances Sec. 2-928.
- All subcontractors must be listed in the appropriate section of the Questionnaire. Each subcontractor must provide a complete copy of the General Professional Services Questionnaire, applicable licenses, and any other information required by the advertisement. Failure to provide the subcontractors' complete questionnaire(s), applicable licenses, and any other information required by the advertisement shall result in disqualification of proposer pursuant to J.P. Code of Ordianances Sec. 2-928.
- If additional pages are needed, attach them to the questionnaire and include all applicable information that is required by the questionnaire.

## General Professional Services Questionnaire

**A. Project Name and Advertisement Resolution Number:**

SOQ to Provide Legally Defensible Drug Screenings for the youth placed on probation buy the Jefferson Parish Juvenile Court, Resolution #138681

**B. Firm Name & Address:**

Cordant Health Solutions  
12015 E 46th Ave., Suite 220  
Denver, CO 80239

**C. Name, title, & contact information of Firm Representative, as defined in Section 2-926 of the Jefferson Parish Code of Ordinances, with at least five (5) years of experience in the applicable field required for this Project:**

Amanda Gibbs, Senior Vice President and General Manager, Behavioral Health Business Unit  
Phone: 928.440.6288  
Fax: 928.526.1777  
Email: agibbs@cordanth.com

**D. Address of principal office where Project work will be performed:**

Cordant Health Solutions  
1760 E Route 66, Suite 1  
Flagstaff, AZ 86004

**E. Is this submittal by a JOINT-VENTURE? Please check:**

YES \_\_\_\_\_ NO   X  

If marked "No" skip to Section H. If marked "Yes" complete Sections F-G.

**F. If submittal is by JOINT-VENTURE, list the firms participating and outline specific areas of responsibility (including administrative, technical, and financial) for each firm. Please attach additional pages if necessary.**

1. Not Applicable

2. Not Applicable

## General Professional Services Questionnaire

<b>G. Has this JOINT-VENTURE previously worked together? Please check: YES _____ NO _____</b> Not Applicable		
<b>H. List all subcontractors anticipated for this Project. Please note that <u>all subcontractors must submit a fully completed copy of this questionnaire</u>, applicable licenses, and any other information required by the advertisement. See Jefferson Parish Code of Ordinances, Sec. 2-928(a)(3). Please attach additional pages if necessary.</b>		
Name & Address:	Specialty:	Worked with Firm Before (Yes or No):
1. None		
2.		
3.		
4.		
5.		

## General Professional Services Questionnaire

<b>I. Please specify the total number of support personnel that may assist in the completion of this Project:</b> <u>100+</u>
<b>J. List any professionals that may assist in the completion of this Project. If necessary, please attach additional documentation that demonstrates the employment history and experience of the Firm's professionals that may assist in the completion of this Project (i.e. resume). Please attach additional pages if necessary.</b>
<b>PROFESSIONAL NO. 1</b>
<b>Name &amp; Title:</b> Aaron Brown, Ph.D., Scientific Director
<b>Name of Firm with which associated:</b> Cordant Health Solutions
<b>Description of job responsibilities:</b> <ul style="list-style-type: none"> <li>• Responsible for the entire analytical process, including review of all pertinent data and Chain of Custody.</li> <li>• Determines industry needs and develops new testing protocols.</li> <li>• Expert witness testimony, including review of all aspects of testing and interpretation of results.</li> <li>• Provide consultation service to clients and co-workers across scientific and operational teams.</li> <li>• Provides technical assistance and training on all aspects of current and developing toxicology.</li> </ul>
<b>Years' experience with this Firm:</b> 7 years
<b>Education: Degree(s)/Year/Specialization:</b> B.S., Chemistry, Southern Illinois University M.S. in Chemistry, University of Memphis Ph.D., Analytical Chemistry, University of Memphis
<b>Other experience and qualifications relevant to the proposed Project:</b> <ul style="list-style-type: none"> <li>• Certified as a College of American Pathologists (CAP) inspection team member.</li> <li>• Previous positions include works as both an undergraduate and graduate research assistant, involved with research in secondary organic aerosols, disinfection by-products in drinking water, and instrument development</li> <li>• Invited to conduct presentations and speak about forensic testing in California and Arizona, as well as presenting research at international, national and local conferences.</li> <li>• Authored or coauthored five peer reviewed articles and has been included on numerous abstracts and technical documents.</li> <li>• Provided expert witness testimony for cases in Arizona, California, Colorado, Florida, Georgia, Hawaii, Indiana, Kansas, Michigan, Nevada, New Mexico, New York, Ohio, Oregon, Pennsylvania, Texas and Wisconsin.</li> </ul>

## General Professional Services Questionnaire

<b>PROFESSIONAL NO. 2</b>
<b>Name &amp; Title:</b> Cynthia Whiteman, MS, D-ABFT-FT, Scientific and Operations Development Director
<b>Name of Firm with which associated:</b> Cordant Health Solutions
<b>Description of job responsibilities:</b> <ul style="list-style-type: none"> <li>Expert witness testimony, including review of all aspects of testing and interpretation of results.</li> <li>Provide consultation service to clients and co-workers across scientific and operational teams.</li> <li>Provides technical assistance and training on all aspects of current and developing toxicology.</li> <li>Responsible for new test development, current test revisions, development analytics, test protocol and new report development.</li> <li>Consults with and trains clients on current and developing toxicology issues, including answering technical questions daily on result interpretations, assisting with forensic toxicology hotline and providing toxicology training sessions via webinar or in-person.</li> </ul>
<b>Years' experience with this Firm:</b> 16 years
<b>Education: Degree(s)/Year/Specialization:</b> B.S., Forensic Chemistry, Northern Arizona University, 2005 M.S., Forensic Toxicology from the University of Florida, 2010
<b>Other experience and qualifications relevant to the proposed Project:</b> <ul style="list-style-type: none"> <li>16 years of experience in the drug testing industry</li> <li>Experience encompasses all aspects of forensic and clinical drug testing and result interpretation across multiple matrices, laboratory quality assurance and compliance, operational excellence, laboratory management, and court testimony</li> <li>Board-certified Diplomat Forensic Toxicologist through the American Board of Forensic Toxicology, since 2013</li> <li>College of American Pathologists Forensic Drug Testing (CAP-FDT) Inspector, since 2007</li> <li>Actively involved in community outreach, law enforcement and both local and state court drug education</li> <li>Qualified as expert witness in urine, oral fluids and hair follicle drug testing and interpretation in Arizona, California, Colorado, New Mexico, Texas, Utah, New York and Hawaii</li> <li>Background includes laboratory management, QA and R&amp;D, and seven years of experience performing urine and saliva analysis for drugs of abuse</li> </ul>



## General Professional Services Questionnaire

<b>PROFESSIONAL NO. 3</b>
<b>Name &amp; Title:</b>
Tim Gossman, B.S., Sr. Director of Operations
<b>Name of Firm with which associated:</b>
Cordant Health Solutions
<b>Description of job responsibilities:</b>
Management of all laboratory operations including production, process improvement, equipment, physical plant, quality assurance operations and training. <ul style="list-style-type: none"><li>• Oversight of all aspects of the testing process, including specimen handling, screening analysis, extractions, confirmation certification, LC/MS/MS maintenance and standards prep.</li><li>• Quality assurance in all operational areas of the analytical laboratory including specimen acquisition, analysis and reporting, and quality control maintenance and review.</li><li>• Laboratory information system maintenance, Laboratory staffing, technical review and reporting of client data.</li><li>• Analytical method development and validation and documentation of technical procedures.</li></ul>
<b>Years' experience with this Firm:</b>
11 years
<b>Education: Degree(s)/Year/Specialization:</b>
B.S., Microbiology, Northern Arizona University, 2010
<b>Other experience and qualifications relevant to the proposed Project:</b>
<ul style="list-style-type: none"><li>• Significant experience implementing and training coworkers on Lean manufacturing concepts, as well as 5S Workplace Organization, Training Within Industry, and Total Productive Maintenance, with the goal of driving client satisfaction in quality, cost and efficiency.</li><li>• Key talents include continuous improvement, Value Stream Mapping, KPI development and analysis, metrics and root cause analysis.</li><li>• Focused on improving outcomes for patients and clients and providing optimal solutions for treatment and intervention</li><li>• Fully familiar with all requirements for laboratory compliance under CAP-FDT and CLIA regulations.</li><li>• Certified as a College of American Pathologists (CAP) inspection team member.</li></ul>

## General Professional Services Questionnaire

<b>PROFESSIONAL NO. 4</b>
<b>Name &amp; Title:</b>
Chris Stephens, Vice President of Client Services
<b>Name of Firm with which associated:</b>
Cordant Health Solutions
<b>Description of job responsibilities:</b>
<ul style="list-style-type: none"> <li>• Supervises and trains Client Services team to assist customers with ordering additional testing, ordering supplies and responds to test result interpretation questions and many other topics</li> <li>• Performs account setups in LIMS and any required Sentry updates for customer case managers.</li> <li>• Provides logins to systems for obtaining test results and electronic invoices and Sets up Sentry usage for field collection staff.</li> <li>• Leader of the support team for Cordant's case management software, Sentry</li> <li>• Provides the full spectrum of Sentry training until clients are fully transitioned - customers trained include State Level Directors, Chiefs of Probation/Drug Courts and Departments of Human Services</li> </ul>
<b>Years' experience with this Firm:</b>
17 years
<b>Education: Degree(s)/Year/Specialization:</b>
B.A., French, Northern Arizona University
<b>Other experience and qualifications relevant to the proposed Project:</b>
<p>20 years in management; 10 years in logistics, client supply chain and purchasing, and 8 years of client service management</p> <ul style="list-style-type: none"> <li>• With Cordant since 2004 – initially as a Lab Technician, later as Team Leader and Logistics Manager, which included managing an onsite collection location</li> <li>• Extensive experience providing a range of laboratory and client services functions in regards to court mandated laboratory toxicology services for jurisdictions across the country</li> <li>• Continuing education includes transportation logistics and LEAN courses</li> <li>• Training Within Industry, Certified Trainer</li> <li>• Extensive fulfillment experience – responsible for supply replenishment for over 1000 accounts, including management of receiving, kitting, and shipping of 150-200 orders daily</li> <li>• Experienced working with over 50 laboratory supply vendors, including Dade Behring, VWR Inc., Thermofisher Scientific, Siemens and Microgenics.</li> <li>• Implemented several kanban (LEAN) systems (reactionary inventory techniques versus forecasting)</li> <li>• Directly increased inventory turns by 20% and maintained over 25 inventory turns per year</li> <li>• Implemented inexpensive technology such as barcodes to control client supply distribution in-house versus using an outside vendor</li> </ul>

## General Professional Services Questionnaire

<b>PROFESSIONAL NO. 5</b>
<b>Name &amp; Title:</b>
Micki Shannon, B.S., Laboratory Manager
<b>Name of Firm with which associated:</b>
Cordant Health Solutions
<b>Description of job responsibilities:</b>
<ul style="list-style-type: none"><li>• Hiring manager, analytical/pre-analytical machine oversight, method improvement and materials oversight</li><li>• Responsible for laboratory compliance with all applicable guidelines and laws</li><li>• Developed and implemented/supervised quality assurance guidelines for laboratory work</li><li>• Standardized procedures and performed audits</li></ul>
<b>Years' experience with this Firm:</b>
9 years
<b>Education: Degree(s)/Year/Specialization:</b>
B.S.in Biomedical Sciences, Northern Arizona University, 2011
<b>Other experience and qualifications relevant to the proposed Project:</b>
<ul style="list-style-type: none"><li>• Certified as a College of American Pathologists (CAP) inspection team member.</li><li>• Court testimony and litigation laboratory legal support</li><li>• 9 years of laboratory experience in all manners of the testing and certification process</li><li>• Laboratory instrumentation maintenance and troubleshooting</li></ul>

## General Professional Services Questionnaire

**K. List all prior projects that best illustrate the Firm's qualifications relevant to this Project. Please include any and all work performed for Jefferson Parish. Please attach additional pages if necessary.**

### **PROJECT NO. 1**

<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<p>Snohomish County Superior Court 3000 Rockefeller Avenue Everett, WA 98201</p> <p>Jamie Reed Program Administrator – Treatment Courts 425-388-7865 jamie.reed@snoco.org</p>	<p>Cordant has been serving the Snohomish County Superior Court since 2012, testing approximately 1,400 specimens per month. Cordant operates and maintains a Patient Service Center in Everett, WA to perform specimen collection services for the County. The Court's case managers use our proprietary web-based software, Sentry, to assist with evidence-based substance abuse program management. Sentry is also being used for randomization and Interactive Voice Response (IVR) for test scheduling. Over 90% of tests performed are on urine specimens. Snohomish refers 100% of their testing participants to a Cordant collection facility for specimen collection services.</p>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
9 years	Confidential

### **PROJECT NO. 2**

<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<p>Thurston County Drug Court 2400 Bristol Court SW., Ste B Olympia, WA 98502</p> <p>Sabrina Craig Program Manager 360-357-2482 craigs@co.thurston.wa.us</p>	<p>Cordant has been serving Thurston County Drug Court since 2006 testing approximately 700 specimens per month. Urine is the primary specimen used for testing. The Court's case managers use our proprietary web-based software, Sentry, to assist with evidence-based substance abuse program management. Sentry is also being used for randomization and Interactive Voice Response (IVR) for test scheduling. In addition, Sentry provides real-time alerts and notifications to help probation officers address issues needing immediate attention.</p>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
15 years	Confidential

## General Professional Services Questionnaire

<b>PROJECT NO. 3</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<p>King County Drug Court 516 3rd Ave #E609 Seattle, WA 98104</p> <p>Tom Essex Treatment Manager 206-477-0784 tom.essex@kingcounty.gov</p>	<p>Cordant has been serving the King County Drug Court since 2005, testing approximately 1,800 specimens per month. The primary matrices used for testing is urine specimen, followed by oral fluid. Specimen collection services are offered throughout numerous locations to accommodate volume. The Court's case managers use our proprietary web-based software, Sentry, to assist with evidence-based substance abuse program management. The electronic records management feature in Sentry is used to store test results and to ease reference and retrieval of data.</p>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
16 years	Confidential

<b>PROJECT NO. 4</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<p>County of San Diego Probation and Health and Human Services 250 E. Main St., 8th Floor El Cajon, CA 92020</p> <p>Jorge Gonzalez Division Chief – Adult Reintegration &amp; Community Supervision Services Ph: (619) 441-3440 Jorge.Gonzalez@sdcounty.ca.gov</p> <p>Kelsey Figge Contracts Unit Supervisor 858-514-3163 Kelsey.Figge@sdcounty.ca.gov</p>	<p>Cordant has been serving the San Diego County Probation department since 2002. Approximately 6,600 urine specimens and 520 oral fluid specimens are tested per month. Cordant has assisted with both screen and confirmation testing (urine and oral fluid) for a wide range of substances, including Spice/ K2 and Bath Salts. San Diego County is using our proprietary web-based management software, Sentry, to assist with evidence-based substance abuse program management. Sentry functions used by San Diego County include reporting for lab testing, LCS and statistical reports. Sentry is also used for random schedule management and donor notification. Cordant also implemented a sophisticated bi-directional interface with the County/ Department system, where data is transmitted in both directions. Cordant provides specimen collection services using Laboratory Collection Specialists at five County probation locations.</p>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
20 years	Confidential

## General Professional Services Questionnaire

<b>PROJECT NO. 5</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<p>17th Judicial Circuit Court 400 West State Street, Suite 215 Rockford, IL 61101</p> <p>Emily Behnke Deputy Court Administrator 815.319.4834 ebehnke@17th circuit.illinoiscourts.gov</p>	<p>Cordant has been serving the 17th Judicial Circuit Court since 2016, testing approximately 2,700 panels per month. Approximately 23% of the tests performed are on oral fluid specimens. Cordant employs five Laboratory Collection Specialists to perform specimen collection. The Court's case managers use our proprietary web-based management software, Sentry, to assist with evidence-based substance abuse program management. Sentry functions used by the Court include reporting for lab testing, LCS and statistical reports. Sentry is also being used for randomization and Interactive Voice Response (IVR) for test scheduling.</p>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
5 years	Confidential

<b>PROJECT NO. 6</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<p>Solano County Probation 475 Union Ave Fairfield, CA 94533</p> <p>Irma Perez, MBA Program Manager II, Drug and Alcohol Services Behavioral Health Department (805) 781-1394 iperez@co.slo.ca.us</p>	<p>Cordant has been serving Solano County since 2015, testing approximately 900 urine specimens and 75 oral fluid specimens per month. We perform screen and confirmation testing on both urine and oral fluid for a range of substances, including Spice/K2 and Bath Salts. The Court's case managers use our proprietary web-based management software, Sentry, to assist with evidence-based substance abuse program management. Sentry functions used by the County include reporting for lab testing, LCS and statistical reports. Sentry is also being used for randomization and donor notification. Specimen collection services are provided by Cordant via Laboratory Collection Specialists at three County probation locations.</p>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
6 years	Confidential

## General Professional Services Questionnaire

<b>PROJECT NO. 7</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<p>Denver County Court Probation 303 W Colfax Ave #800, Denver, CO 80204</p> <p>DeAnna Maes Chief Probation Officer 720-913-8361 Deanna.maes@denvercountycourt.org</p>	<p>Cordant provides screen and confirmation testing on urine specimens for a range of substances, including Spice/K2 and Bath Salts. Approximately 6,500 specimens per month are tested for this customer. The customer is using Sentry, our web-based drug testing management system, for random schedule management and donor notification. Cordant implemented a sophisticated bi-directional interface with the County/Department case management system - data is transmitted in both directions. Cordant has served this customer since 2013.</p>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
8 years	Confidential

<b>PROJECT NO. 8</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<p>Washington State Department of Children, Youth &amp; Families 1115 Washington St. SE Olympia, WA 98504</p> <p>Tim Kelly State Manager-In-Home Services, Performance Based Contracting, Service Array Div. Child Welfare Programs/Dept of Children, Youth, and Families 360-902-7772 timothy.kelly@dcyf.wa.gov</p>	<p>Cordant has been the drug testing service provider for this agency since 2010. We provide collection services to this state-wide agency through a network of over 100 third-party collection sites and four Cordant operated Patient Service Centers. Nearly 4,000 samples per month are collected and tested for this customer. Cordant provides both screen and confirmation testing. Current project activities include kick-off of a state-wide implementation plan for Sentry in the first quarter of 2019.</p>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
11 years	Confidential



## General Professional Services Questionnaire

<b>PROJECT NO. 9</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<p>County of Santa Clara Social Service Agency 373 West Julian St. San Jose, CA 95110</p> <p>Barbara Morrey, JD, MSW, ACSW ICPC Coordinator, Psychological Evaluation Coordinator Drug Testing/Paternity Coordinator (408) 501-6515 barbara.morrey@ssa.sccgov.org</p>	<p>Cordant has been serving the County of Santa Clara since 2010, processing approximately 850 samples per month (urine and oral fluid). Cordant works closely with five contracted collection sites and we also locate collection facilities outside of the County for patients who reside or travel outside of the county. The social workers for the County use our proprietary web-based software, Sentry. Key features used by the County include the interactive voice response system (IVR), for test notification, and the randomization feature.</p>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
11 years	Confidential

<b>PROJECT NO. 10</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<p>State of Colorado Judicial Department 1300 Broadway, Suite 1100 Denver, CO 80203</p> <p>Sarah Hofstetter, Analyst / Programs Unit Division of Probation Services (970) 581-2554 – Cell (720) 625-5752 – Office sarah.hofstetter@judicial.state.co.us</p>	<p>Cordant has been serving the State of Colorado since 2004, providing laboratory drug screen and confirmation testing (urine and oral fluid) for the entire state Judicial Department, encompassing both State Probation and treatment providers. Over 50,000 specimens per month are tested for this client. Colorado Judicial uses Cordant Sentry, our web-based drug testing management system, for random schedule management and donor notification. Cordant and the State have implemented a sophisticated bi-directional interface with the State/Department system – data is transmitted in both directions. Specimen collection is performed by collection sites throughout the State, which are separately contracted with by each Judicial District. Cordant works closely with the collection sites, treatment providers, and the State to ensure that the drug testing program runs smoothly and efficiently. Cordant provides all drug testing related support to all parties, including collections training, drug testing training, and Sentry training, as needed.</p>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
17 years	Confidential



## General Professional Services Questionnaire


**L. List all prior and/or on-going litigation between Firm and Jefferson Parish. Please attach additional pages if necessary.**

Parties:		Status/Result of Case:
Plaintiff:	Defendant:	
1. None		
2.		
3.		
4.		

**M. Use this space to provide any additional information or description of resources supporting Firm's qualifications for the proposed project.**

Please see "Why Cordant?" Section of the Statement of Qualifications included herewith.

**N. To the best of my knowledge, the foregoing is an accurate statement of facts.**

Signature:  Print Name: Amanda Gibbs  
 Sr Vice President & General Manager,  
 Title: Behavioral Health Business Unit Date: 1/3/2022

**Response to Request for Qualifications for:**  
**JPP-SOQ-22-002: Legally Defensible Drug Screenings for**  
**Jefferson Parish Department of Juvenile Services**

**Due:**  
January 4, 2022

**Submitted by:**

Cordant Health Solutions  
12015 E. 46th Avenue, Suite 220  
Denver, CO 80239

**Designated Contact:**

Amanda Gibbs  
Vice President and General Manager, Behavioral Health Business Unit  
Phone: 928.440.6288  
Fax: 928.526.1777  
Email: [agibbs@cordanth.com](mailto:agibbs@cordanth.com)

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## Section 1 – Company Profile

Cordant Health Solutions, herein referred to as "Cordant," has a long, successful, 34-year history of providing quality toxicology services. Our founding laboratory in Tacoma, WA began operating in 1987. Our Flagstaff, AZ laboratory was founded in 1995. In 2012, with the addition of three more labs in Massachusetts, New York, and Colorado, Cordant was formed as a specialized toxicology services provider unlike any in the market. Each of Cordant's labs were selected to be part of Cordant because of their unique service offerings, specialties, market focus and certifications, including CAP-FDT, CAP-LAP, SAMHSA and CLIA, along with a shared focus on accuracy, efficiency, and cost containment.

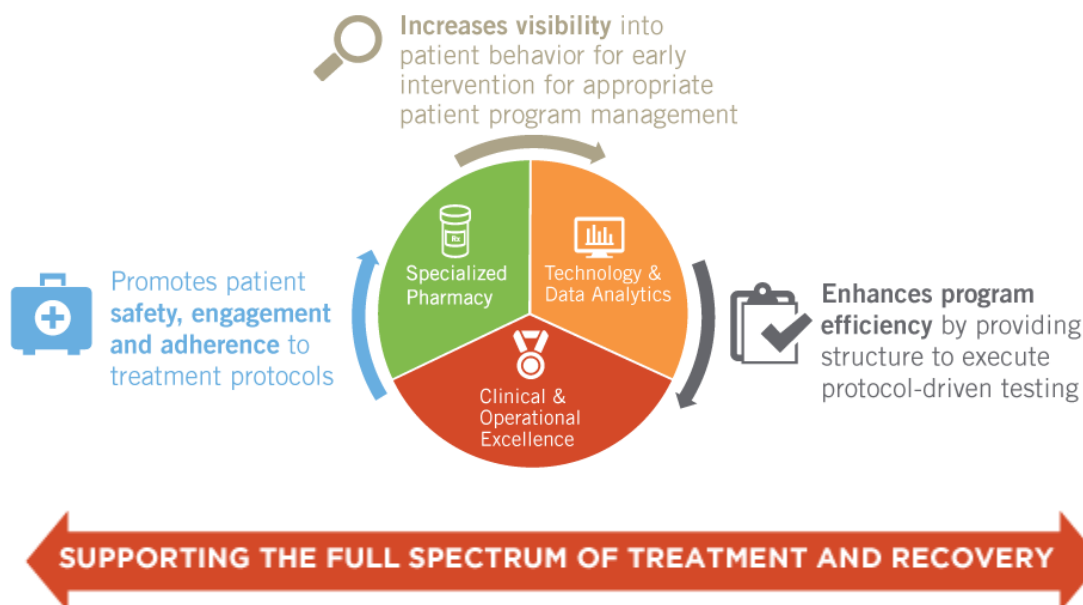
Cordant is now a national healthcare company with annual sales of over \$84 million in 2020. We have a wide range of public and private sector clients and test more than 4.7 million specimens per year, including **over 10,000 specimens per day from criminal justice agencies throughout the country**. Our criminal justice customers include government municipality, county, and state judicial departments, specifically, drug courts, probation departments, parole departments, community corrections, pre-trial services, child protective services and juvenile justice groups. These customers comprise a significant percentage of our clients. Due to our long history of working with agencies similar to yours, we understand the challenges you face and have developed solutions to improve the supervision of this client population.

### Cordant's Numbers

- Annual sales of \$84M in 2020
- Tests 4.7 million specimens a year
- 10,000 specimens processed daily from criminal justice agencies nationwide

### The Cordant Difference

Cordant offers laboratory testing, pharmacy services, and adherence monitoring tools that provide **actionable insights** to help **improve outcomes** and **more effectively manage** substance use disorder, mental health, and criminal justice programs.



Cordant's solutions are designed specifically for the behavioral health spectrum of care, from the initial referral from the criminal justice system or clinicians through all levels of treatment for substance use disorder and co-occurring mental health conditions.

Our solutions support evidence-based treatment recommendations and transform often fragmented treatment protocols into a more effective recovery program, which saves you and your staff time while helping to facilitate better outcomes.

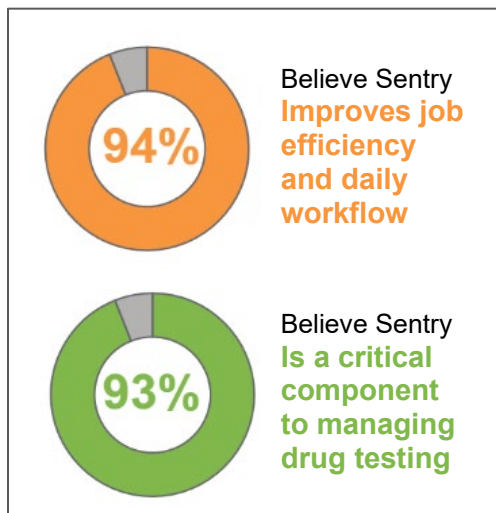
### State of the Art Data Management and Technology Integration

Cordant Sentry™ is an integral part of the services we provide. The significance of our drug testing management program is evidenced by the usage statistics displayed on the left.

- 15,300 daily log-ins to the Sentry website
- 6,600 active users
- 85,000 daily phone calls into the Sentry phone lines
- 2,500 daily web check-ins

You can be assured that Cordant has the experience and proven track record to deliver the services required under this contract in a manner that will meet or exceed your expectations. We understand the importance of an accurate, timely and comprehensive assessment of substance use in monitoring a patient's adherence to a treatment program. Our proprietary web-based drug and alcohol testing application, Cordant Sentry™, is currently used by many treatment providers, drug courts and

social services agencies across the country, helping to fortify supervision, save money and save time.



Sentry is unique – and is not offered by any other drug testing provider. Sentry's powerful tools enable our customers to manage their drug testing programs more efficiently and achieve better outcomes by offering:

- Roles-based security and access-granting features;
- Real-time alerts and notifications for positive results;
- Customized randomization: organize patients and participants into groups based on risk level, or individually, to ensure testing frequency aligns with treatment plans; and
- A paperless system.

**Sentry is designed to fortify supervision.** Supervision levels impact outcomes. The goal is to hold the participant to your testing requirements, depending on their risk level. A daily reporting system provides the officer or case worker an additional point of contact, which adds structure and accountability to the participant's routine.

“When I have a client that is not doing well, I pull the Sentry system up and show the client the information. When the client says, “I’m trying,” the case manager can **discuss objectively the facts of what the client is actually doing**. It is not the case manager’s opinion.”

-Case Manager, Colorado Community Justice Services

**Sentry is designed to save money.** In addition to eliminating unscheduled testing and other abuses of the system by participants, Sentry allows for easy monitoring, providing insight into the appropriateness of testing frequencies. Customizable reporting tools ensure accountability on a finite budget.

**Sentry is designed to save time.** The collection process utilizes a printable chain of custody that allows specimen collections without cumbersome paperwork. Results go directly to each of the stakeholders and are always available with a few mouse clicks. Results may be simultaneously and automatically distributed to probation departments, third party vendors, treatment centers and other authorized parties. The results distribution process can be customized for each individual participant.

In order to provide more value and seamless integration, Sentry, or our Laboratory Information Management System (LIMS) may be interfaced with customers' systems to transmit case information between and eliminate manual data entry in both systems. We

have provided many different types of interfacing to our customers based on the specific needs of the agency, and currently support over 100 live interfaces ranging from results-only to bi-directional order/demographic/result interfaces.

### Client Testimonials

Our superior client service capabilities, which include the use of Sentry for no additional charge, have enabled us to exceed the expectations of many large criminal justice clients. Below are a few direct quotes from our clients on the impact that Cordant's services have had on their program and outcomes:

“Sentry transformed our case management process. It is a very important case management tool. With Sentry, we have control over the entire drug testing process.”

– *Case Manager from a County Community Justice Services Agency*

“Use of Sentry has enabled us to change the way we do business. We can now put a higher level of expectation on our probation officers and our supervision standards have risen.”

– *Chief Probation Officer from a County Probation Department*

“Sentry’s call log feature changes the conversation. Especially when a client calls in but then chooses to not show up for their test. That is a different conversation that we were not able to have prior to Sentry.”

– *Chief Probation Office from a State Judicial District*

“Because Sentry allows our probation officers to respond very quickly, participants also learn very quickly that they are not going to be able to get away with a missed test or positive test result. Sentry changed the responsibility level of the participant.”

– *Probation Office from a County Probation Department*



“The biggest impact for us with Sentry was the email notifications for abnormal results. That was a whole new bonus for us. It has sped things up for us across the board and is less work on a daily basis when you are automatically notified where your focus needs to be.”

– *Assistant Director at a County Drug Court and Probation Department*

## Experience with Large Scale Criminal Justice Drug Testing Programs

Cordant is one of the only healthcare companies offering a complete solution tailored to the criminal justice setting and the affiliated treatment and addiction medicine services, programs and providers that continue to become a part of the criminal justice setting. At the forefront of combating today's opioid epidemic, we are committed to providing cutting-edge solutions for agencies, officers, judges, case workers, clinicians and payers involved in the monitoring, evaluation, treatment and ultimately, the rehabilitation of offenders and abusers/addicts.

Cordant has a significant amount of experience managing both local and state government contracts of all sizes. As noted above, we test over 10,000 specimens per day from criminal justice agencies throughout the country. An entire Business Unit is devoted to serving government agencies, social services agencies, and affiliated treatment programs. These customers comprise a significant percentage of our clients. Our focus on serving government agencies, criminal justice agencies specifically, is unparalleled.

Cordant's Behavioral Health Business Unit is primarily supported by our Flagstaff and Tacoma laboratories, which have been in operation since 1994 and 1987 respectively. The Parish will be served by our Flagstaff laboratory. Our five laboratories process thousands of samples a day from all 50 states. A key focus area for our Tacoma and Flagstaff labs is providing legally defensible forensic laboratory drug testing on urine, oral fluid, blood, and hair specimens for all common drugs of abuse, as well as designer substances like Spice/K2 and Bath Salts.

### **Cordant's Criminal Justice Clients Include:**

- Municipalities, county, and state judicial departments
- DUI and drug treatment courts
- Probation and parole departments
- Community corrections
- Pre-trial services
- Child protective services
- Juvenile justice groups
- Social service agencies
- Treatment programs



Cordant has emerged as a recognized thought leader in the toxicology industry, devoting significant resources to research and development, improving outcomes, reducing costs, and leveraging technology to advance the science of forensic drug testing, particularly in criminal justice and treatment settings.

Our extensive experience is further evidenced by the following list of current and past government customers, some of whom have been with Cordant since 2001.

- **Arizona Government Agencies** – Cordant serves numerous criminal justice and county programs in Arizona, providing testing of nearly 7,500 specimens per month. Several of these agencies have been with Cordant since 2005. Customers include child protective agencies, county and statewide court systems, adult and juvenile probation departments and screening companies. For many of these agencies, we test both urine and oral fluid, offering up to 40 different panels to choose from to ensure case managers have the appropriate results. Results are provided according to the agency's preference, with methods including secure fax, our secure web portal, interfaces with case management programs (including the State APETS system), and Sentry. We also provide collection for several of these customers. Many of the agency operated collection locations use Sentry as well. Cordant also provides annual drug educational trainings for agency employees.
- **DISA (formerly SECON)/KY Department of Corrections** – One of Cordant's valued clients since 2011, DISA holds the drug testing contract with KY Department of Corrections. Cordant is the subcontracted SAMHSA lab performing all urine drug screens and confirmations collected by DISA (over 1200 monthly), as well as providing daily internal Chain of Custody Reports to the client.
- **Government Agencies in the Pacific Northwest** – Cordant has been the drug testing service provider for the Department of Children and Family Services in Washington since 2010. We provide collection services to this state-wide agency through a network of over 100 third-party collection sites and four Cordant operated Patient Service Centers. Nearly 4,000 samples per month are collected and tested for this customer.

In addition to the client described above, Cordant is the preferred provider for drug testing services for many municipal, county and state agencies in the State of Washington. Further, Cordant provides drug testing services, collection services, and drug testing case management services via Cordant Sentry™ to many treatment providers in Washington and Oregon. In total, Cordant processes nearly 60,000 samples per month from criminal justice agencies and addiction treatment providers in Washington and Oregon.

- **Indiana Criminal Justice Agencies** – Cordant has been providing drug testing services throughout the state of IN since 2013. This includes multiple agencies including probation departments, treatment providers and the Indiana Department of Child Services (IN DCS). For the IN DCS we provide statewide services via an extensive collection site network, operation, and management of a mobile collections team as well as referral management through our proprietary connectivity product Cordant's Referral Management Program. All our Indiana criminal justice clients are utilizing our Sentry program, with full randomization and drug monitoring. Cordant provides laboratory testing of more than 28,000 specimens a month for our Indiana clients.
- **Probation and Health & Human Services departments in California** – Cordant provides drug testing services, collection services via Laboratory Collection Specialists, and Sentry to several agencies in the State of California. Nearly 13,000 specimens per month are received and tested for these clients. Cordant has been serving several of its California clients since 2002.
- **Criminal Justice Agencies in Colorado** – Cordant has a significant footprint in the State of Colorado, serving a significant number of municipal departments, county agencies, and state agencies. Our services have had a significant impact on agencies throughout the state. Nearly all of these agencies utilize Sentry. Sentry's capabilities for connecting the supervising agency, the collection sites, treatment providers and individual participants have enabled these agencies to significantly improve their drug testing programs. Cordant receives and tests over 100,000 specimens per month from the State of Colorado.
- **Michigan Governmental Clients** – Cordant has been working with clients in the state of MI for over 6 years now, providing

laboratory testing for a large number of third-party collection sites throughout the state. Cordant provides laboratory testing of over 15,000 drug screens per month from these local criminal justice/court collection sites, with an additional 5,000 sent directly to us from county, state, and municipal agencies.

- **Illinois Criminal Justice, Social Service and Treatment Agencies** - Cordant has been providing drug testing services for government and treatment agencies in Illinois since 2016, including collection services at several agency offices. This experience includes billing different Illinois-based insurances/payors for donors that are going through court mandated or self-admitted treatment programs. Approximately 6,000 samples are tested per month from these clients. Most of these samples are collected using our Sentry program, allowing these programs to save time, money, and increase accuracy of donor information. Several of the government offices are utilizing Sentry's randomization call in line, ensuring donors are held accountable to participation and program compliance.
- **New Mexico Criminal Justice and Youth and Family Services** – Cordant serves several governmental agencies in New Mexico, including probation, parole, community corrections, and child, youth, and family department. Cordant has been providing testing in the state since 2014. We work closely with third parties that provide collection services for the different government agencies across the state. The collectors use Sentry to document collections and record onsite tests. These offices are also using various Sentry features, including the randomized call-in system. We test nearly 10,000 samples a month for our New Mexico clients. Cordant also participates in a state program which employs military veterans at the third-party collection sites.
- **Texas Criminal Justice Agencies** – Cordant serves several criminal justice agencies in Texas, including county probation, children's court divisions, and treatment providers. Cordant also works closely with collection sites throughout Texas to test nearly 20,000 samples a month. Both the collection sites and government agencies are utilizing Sentry for specimen collections and case management. These agencies are also using Sentry's call-in randomization feature, which has had a significant impact on their programs. Many of these Texas programs have been with us since 2015.

## Key Staff Experience

Please refer to Section J. in the included form titled **Cordant - General Professional Services Questionnaire** for a list of professionals that may assist in the completion of this Project, including employment history and experience.

## Section 2 – Approach to Scope of Services

Cordant understands that the minimum scope of services for Jefferson Parish Department of Juvenile Services will include the following:

1. Timely completion of multi-panel screens for all major drug classifications, alcohol, designer, and street drugs for the youths currently on probation.
2. Expert availability for technical assistance, result interpretation, and telephonic testimony.
3. Accessibility to screening forms and screen results via online portal.
4. Ability to prove and track the of chain of custody.
5. The supply of collection materials and packaging for the facilitation of in-house sample collection and corresponding paperwork.
6. Ability to provide initial and booster trainings to the Department of Juvenile Services Probation Department in collection procedure, chain of custody, result interpretation and other areas as both parties see fit.

In this section, we are providing descriptions of our approach to the minimum scope of services, along with additional information about Cordant's organization and capabilities.

1. *Timely completion of multi-panel screens for all major drug classifications, alcohol, designer and street drugs for the youths currently on probation.*

### Comprehensive Test Menu

**Cordant provides the widest array of toxicology services available in the criminal justice and treatment market.** We test for over 180 drugs and their metabolites, with many of these drugs available for testing in all four matrices - urine, oral fluid, blood, and hair. Our testing capabilities include all common drugs of abuse as well as specialty and designer drugs, including synthetic cannabinoids, Spice/K2, synthetic stimulants, Bath Salts, and hallucinogens. We have also developed tests for adherence to 60+ commonly prescribed mental health and MAT medications. Our extensive test compendium is a key differentiator for Cordant.

Please see the Drug Reference Chart provided in **Appendix B** for a comprehensive listing of drugs that Cordant's labs are currently testing for. Information on Cordant's industry-leading test result turnaround time is provided in response to #3 below.

Cordant highly values the voice of our customers. We actively monitor the governmental communities and drug testing industries, including data analytics research for new drug trends, extensive literature review and customer feedback on the national level, as well as the specific

client's geographical region. Our highly trained research and development team is always working with customers to adapt and create new solutions to meet ever-changing needs and trends.

Our scientists have the expertise and resources to meet any toxicology testing need. Client feedback drives the vast majority of our operational enhancements, such as the development and expansion of our test catalog. Our customers depend on our expertise to address their specific concerns. Cordant's responsibility in the industry includes providing services that continually adapt to the ever-changing needs of our clients -- from a technical as well as a workflow perspective. Collaborating with our customers on matters such as testing protocols, aberrant behavior identification, test panel selection, sample tampering detection and interpreting test results and regional drug trends is part of the normal course of business for Cordant.

## Basic Screening Procedures

### **Cordant's Screening Methodologies include:**

- EMIT (Enzyme-Multiplied Immunoassay Technique)
- ELISA (Enzyme-Linked Immunosorbent Assay)

Once a specimen is delivered to our lab, it is processed by Immunoassay screening. Cordant utilizes EMIT (Enzyme-Multiplied Immunoassay Technique) and ELISA (Enzyme-Linked Immunosorbent Assay) methods. Immunoassay is a biochemical test that identifies the presence of a substance by drug class using an antigen to antibody reaction. The antigen is the drug of interest. The specialized antibodies are designed to identify and bind with the specific drug class based on the drug's chemical structure. This allows for rapid, cost efficient, selective testing of several analytes simultaneously to identify negative from positive drug classes. The EIA screens used by Cordant are selected for their ability to detect drugs of a specific class with a high degree of reliability. Initial specimen screening is performed on an Olympus Chemistry Analyzer using the immunoassay reagent best suited to the drug of abuse being tested. All methods have been independently and extensively validated by our laboratory. Validity testing is based on the College of American Pathologists and New York Department of Health guidelines, the best protection against dilution, adulteration, or substitution.

## Confirmation of Positive Tests

### **Cordant's Confirmation Methodologies include:**

- Liquid Chromatographic/Tandem Mass Spectrometric (LC-MS/MS)
- Gas Chromatography – Flame Ionization Detector (GC/FID)

For a result to be legally defensible it must be both screened and confirmed positive by a second aliquot on a separate testing methodology. The confirmatory test must use a physical chemical method distinctly different from the screening method, that is more sensitive and specific compared to screening methods. Cordant uses Liquid Chromatographic/Tandem Mass Spectrometric (LC-MS/MS) methods to perform legally defensible confirmation tests. Gas Chromatography – Flame Ionization Detector (GC/FID) is used for ethanol confirmations.

LC-MS/MS is considered the “platinum standard” in the drug testing community. The dual mass-spectrometer of the LC-MS/MS provides for more specific and more sensitive analyses. This allows us to better distinguish the analyte in question from interfering substances such as adulterants or a similar drug, while also allowing measurement of the drug at much lower concentrations, making LC-MS/MS analyses less susceptible to dilution efforts by the donor. LC-MS/MS will detect compounds at one-hundredth the concentration than can be achieved with its predecessor, GC/MS (picograms/mL vs nanograms/mL). There are two technologies applied with LC-MS/MS: (1) the liquid chromatography, which utilizes the chemistry of the drug against the chemistry of a separation column to differentiate the compound of interest, and (2) the tandem mass spectrometer that bombards the molecules themselves to calculate what we call the mass fragmentation ratio.

Chromatography is a process of separating and isolating the various drug components in a sample. All chromatographic procedures require a stationary (fixed) phase and a mobile (moving) phase for separation, and a detection method for identifying any drugs present. As mentioned above, each drug, whether illicit or prescribed, has its own distinct mass fragmentation ratio that is often called its “chemical fingerprint”. No two drugs have this same fingerprint, allowing for the definitive confirmation of each drug separately.

For each drug, certain fragments are chosen and monitored. Of each of those fragments, expected responses must be achieved perfectly to accept the result. These quality assurance criteria contain peak symmetry, ion ratios and drug peak retention times. Additionally, alongside every sample, a set of purchased and validated known compound commercial standards are run to ensure correct identification of drug. Finally, every method is validated at its earliest phases of research and annually thereafter for potential drugs that might cause misidentification because of similar molecular makeup or are in such high abundance that there is potential for interference. For example, our confirmation tests can distinguish between the following opiates



and opioids, definitively, within the same sample: Codeine, Hydrocodone, Hydromorphone, Morphine, Methadone, Fentanyl, Heroin (6-Acetylmorphine), Oxycodone and Buprenorphine.

When drugs are broken down by this process, no two molecules break down in the same pattern. Utilizing these sciences and strict forensic guidelines definitively confirms the presence of the drug and completely eliminates the opportunity for false identification. LC-MS/MS achieves improved:

- **Specificity:** ability to discern and isolate a specific drug from possible interfering substances;
- **Sensitivity:** ability to detect drugs at very low levels, even with interfering adulterants and substances present; and
- **Linearity:** ability to directly analyze drug concentrations over a wider range, especially at very high concentrations, allowing for faster turn-around-time in reporting to clients.

Quantitative results in the ng/mL concentration range are readily achievable using LC-MS/MS. Our LC-MS/MS methodologies meet or exceed Kelly-Frye standards for test results entered into evidence. Nationally recognized toxicology laboratories have embraced and successfully implemented LC-MS/MS analyses for forensic, general, and clinical toxicology, as well as the highly specialized and demanding analyses of drugs in alternative matrices like hair, saliva, and sweat. These alternative matrices require greater sensitivity than GC/MS can provide. All confirmed test results are approved by certifying scientists, and results are legally defensible in a court of law.

## Adulteration Testing

Deliberate efforts to mask drug use are not uncommon, so we employ a variety of analytical and subjective tools to assess specimen integrity. Every specimen undergoes a basic adulteration check to determine whether it was tampered with or not. Unusual color, physical characteristics and instrument responses are assessed. Any specimen abnormalities or unusual instrument responses are reported on the test result. If specimen abnormalities are identified by the basic adulteration/validity check and/or creatinine test, an Extended Adulteration Panel that tests pH, specific gravity, nitrites, surfactants, uric acid, and oxidants can then be performed. The table below provides ranges for pH, specific gravity and nitrate levels that are considered normal.



*Figure 1: Extended Adulteration Panel*

Test	Normal	Adulterant	Possible Product
pH by meter	4.5 – 8.9	Strong Base or Acid	Oven Cleaner
Specific Gravity (4-place)	1.0030 – 1.0200	Most Additives	Salt, Sugar
Oxidants	<200 ug/mL	Glutaraldehyde, Pyridinium Chloride, Chromate, Bleach, Soap	Stealth, Urine Luck

Every urine specimen is tested for creatinine. Creatinine is a chemical waste molecule generated from muscle metabolism through the kidneys. It is produced at a constant rate for every individual and is not affected by normal diet or physical activity. A person with a higher creatinine level is more dehydrated, while a person with a low creatinine is more hydrated. The creatinine level provides critical information on potential specimen dilution and provides a warning against possible false negative drug test results. Specimen dilution is caused by an individual consuming an inordinate amount of fluid (primarily water) prior to testing, to dilute the concentration of any drug that is present to below the drug test cutoff level. Specimen dilution is the most common method used to avert a positive drug test result. It is critical to test for and report creatinine on every sample. A creatinine level less than 20.0 mg/dL is reported as a diluted specimen.

Substitution criteria are met when an individual adds some other liquid to their sample, resulting in a creatinine value of less than 5 mg/dL and a specific gravity level <1.0010 or >1.0200. These levels are outside the normal range for urine.

Cordant can perform an additional test to help detect substitution with non-urine or artificial urine (synthetic urine) products. Uric acid is created in the body by metabolic breakdown of purine nucleotides. Uric acid is present in all human urine, even dilute samples, and is generally not included in the formulation of synthetic urine substitutes or other frequently substituted liquids (juice, colored water, sports drinks, etc.). The absence of this compound in a donor sample indicates substitution, even when all other specimen validity tests appear normal.

### Specimen Validity Criteria

- Dilute: A specimen with a creatinine level between 5 mg/dL and 20 mg/dL will be determined a dilute sample;
- Unable to Test: A specimen with a high particulate matter such as excessive blood or mucus;
- Substituted: A specimen with a creatinine level of <5 mg/dL AND a specific gravity level <1.0010 or >1.0200;
- Abnormal: A specimen which has an abnormal pH or contains Oxidants.

While our laboratories have the ability and experience to test for a variety of adulterants, we also provide guidance and training to our customers on how to interpret drug test results to detect tampering and attempted adulteration. Please see the recorded webinar on our website at <http://cordantsolutions.com/cordant-videos/>.

*2. Expert availability for technical assistance, result interpretation, and telephonic testimony.*

## **24/7 Toxicology Hotline**

Along with accurate, quality laboratory tests in industry leading turnaround times, Cordant offers a stellar customer service experience. An on-call Toxicologist is available 24/7/365 for urgent results interpretation questions outside of business hours. Our 24/7 Toxicology hotline is staffed by board certified Masters Level and PhD level toxicologists and 12 additional toxicologists that have specialized training in criminal justice result interpretation. Our senior toxicologists will provide consultation and training on all aspects of current and developing toxicology, and these individuals have a specific skill set that surpasses the generalized toxicology training received by an MRO. Cordant is committed to ensuring the Parish receives top notch client service and support, including answering difficult drug testing questions in a timely manner.

## **Client Services Team**

Our Client Services team is highly trained and ready to assist with logistics, result interpretations, IT support, supplies, account set up, additional test requests and more. When you call, the Parish WILL get a live person that can help, or ensure you get to the right person that can. Our Client Services team answers more than 1,000 calls per week with very little wait times – 99% of our calls are answered in under 30 seconds.

Cordant's Client Services Team assists our customers in range of ways. When someone has a positive test, we will typically advise customers to have the sample confirmed, which provides more concrete results for the presumptive positive. The Client Services team will also cross reference the donor's prescription or OTC medications to see if they could be the reason for the positive test, or if any prescription medicines are known to be cross reactive. In the event of cross reactivity, confirmations are always recommended. Cordant's Senior Toxicologists can answer a wide range of complex questions about test results to aid the Parish in making the best decision on the information they have received.

You can be assured that the service you receive from Cordant Health Solutions cannot be matched by any other provider in the market. Cordant recently initiated a customer survey that included questions about the customer's experience with Cordant and our Client Services team. Based on these recent survey results, 93% of respondents are satisfied or very satisfied with the service provided by Cordant.

Cordant's Client Services team is available Monday through Friday from 5:30 am to 4:30 pm Mountain Standard Time at 800-348-4422. Clients can initiate inquiries and requests via phone or via email at [customersupport@cordanth.com](mailto:customersupport@cordanth.com). A team member will return the e-mail the same day it was received. Cordant also has after-hours support for customers to report Sentry outages, in the unlikely event that an outage was to occur.

Cordant provides a significant amount of support to our customers to help ensure a successful drug testing program. We recognize that most governmental agencies are not experts in drug testing. As such, our top-notch Client Services team and 24/7 Toxicology Hotline will provide the assistance, guidance, and professional support that the Parish needs.

## Litigation Support

Cordant is well versed in meeting the needs of customers who require legally defensible drug testing. Our procedures and practices comply with and exceed industry standards as evidenced by our extensive accreditations. We can provide deposition, documentation, testimony, and other administrative and court action support, as required. Our scientists, directors and technical staff members can provide expert testimony on behalf of the Parish, if needed to defend the veracity of our procedures and the accuracy and reliability of our test results. Please note that Cordant can only provide testimony for specimens that have been confirmed by our laboratories.

All requests for testimony or litigation support require a subpoena/court order, or waiver, and two (2) weeks prior notice. We follow all HIPAA requirements for the release of documents or experts for testimony.

We are committed to providing the legal support that our customers require, and our aim is to achieve an appropriate balance between in-person court appearances and the other legal support services that we can provide, given that significant time and expense is incurred with each in-person court appearance. Our preference is to provide testimony telephonically, via video/web-conference (e.g., Skype), or through sworn affidavit. Increasingly, courts, judges and prosecutors across the country are allowing testimony to be provided remotely. Remote testimony can even be provided with a notary present. We encourage our customers to consider all of Cordant's legal support services, including litigation packets, sworn affidavits and telephonic/video-conference testimony. In fact, our experience shows that a vast majority of requests for testimony can be satisfied with written documentation such as an Affidavit of Certifying Scientist or a Litigation Packet.

Legal support required from toxicology laboratories has evolved over the past few years. Requirements for testimony, whether in-person or telephonic, have largely been replaced by Affidavits of the Certifying Scientist. These documents are sent via encrypted email to Cordant's

clients and the applicable courts with very simple, direct investigative demand letters allowing for disclosure of protected health information. Our laboratories have designated legal support sites to ensure a timely and correct response. Cordant can put the courts in touch with experts for interpretive assistance, in advance of testimony, using the same demand.

Affidavits of the Certifying Scientist save time and money by providing legal support without all the procedural requirements, such as the need for the judge and the courts to subpoena the expert, arrange for testimony, waiting for the court date, etc. In 2018, Cordant's Flagstaff laboratory had under 100 testimonies, but we sent nearly 2000 affidavits. Cordant's Affidavits of Certifying Scientist are signed/notarized, can be produced in 24-48 hours and include:

- General certification;
- Quality assurance (QA) practices;
- Results report;
- Chain of Custody form;
- Analytical attestation and methods used by the Certifying Scientist;
- Applicable business records; and
- Encrypted email delivery.

Cordant's Litigation Packets include additional records, certifications, discussions, and attestations. Litigation Packets require seven (7) calendar days to deliver via FedEx from the time we receive a request. A sample Affidavit of Certifying Scientist and Litigation Packet can be provided upon request.

### *3. Accessibility to screening forms and screen results via online portal.*

A wide range of valuable, time-saving features, forms and results are available through Cordant Sentry™. Screening forms and test results are discussed below. Additional Sentry features are discussed in more detail in **Appendix A**.

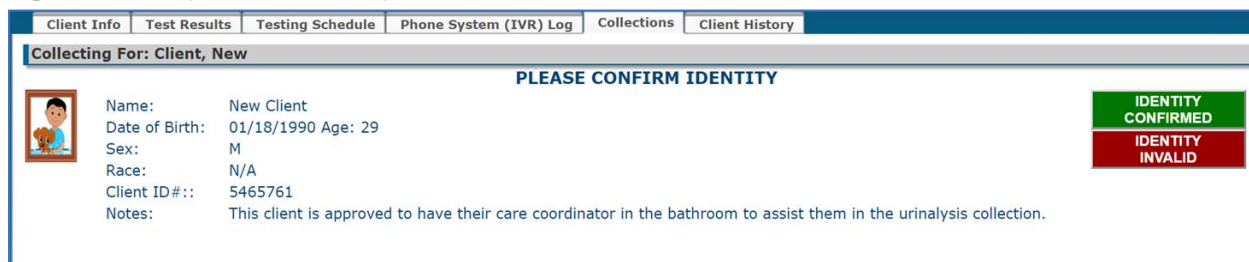
## **Identity Verification and Printable COC Form**

### **Identity Verification**

Sentry requires proper identification of the client before the collection process can be initiated. Client photos can be uploaded to Sentry to allow Cordant collection staff to positively identify clients, even if the client forgot their ID. The agency can also add collection notes for any special circumstances, which can greatly facilitate communication between agency staff and collection site staff regarding any such circumstances. For example, proper communication of potentially culturally sensitive issues is important and can facilitate the delivery of quality services to diverse populations. Please see the screen shot below for an example of the initial

collection screen, which shows an example of a client photo and collection notes that can be shared between agency and collection site staff.

**Figure 2: Sentry Confirm Identity Screen Shot**



## Printable Chain of Custody Form

Sentry offers the next generation in specimen collection by use of an electronic Chain of Custody (COC) and test requisition form within the application. This provides quality assurance within the specimen collection process by eliminating illegible handwriting and the input of incorrect information by the collector, saves time from handwriting, and reduces invalid chain of custodies in court.

### Key Sentry Feature:

*Sentry's Test Request and Chain of Custody form includes all elements necessary to properly document external chain of custody of the specimen.*

Sentry pre-populates all donor demographic information, the date, and the time of collection into the Chain of Custody form. All that needs to be entered on the Sentry Chain of Custody form is the donor and collector signatures, if the specimen temperature is within the normal range, and that it was visually observed. The security seal also needs to be initialed and dated by the donor once it has been placed on the specimen vial. This provides for a faster collection process and a form that is legible and complete, which all support a legally defensible collection.

The Sentry application allows the COC form to be printed with any basic printer (using 20# paper with built in security seals that we provide). The Sentry COC form will print complete donor demographics including donor or case ID#, selected panel, bar code, time stamp and date on all appropriate areas of the COC for legal defensibility.

Figure 3: Printable COC Form in Sentry

**Sentry**

COC not displayed? [click here](#) to download it.

**Close window Done**

---

**Cordant** Forensic Solutions™

**Test Request & Chain of Custody Document**

1760 ERT 66 SUITE 1  
FLAGSTAFF, AZ 86004

AG7130C29

REQUESTED BY: Account, My Training (11773) PRINTED BY: Clancy, Brad (10905) COLLECTED AT: Technical Resource Management  <b>TRM</b>  TRM, INC. NEW HIRE P.O. BOX 70000 FLAGSTAFF, AZ 86004	DONOR NAME (OR SPECIMEN I.D.) LAST FIRST M.I. Downer Debbie  SSN CLIENT ID# OTHER ID 987653211 8675309  DONOR TELEPHONE DAY DATE COLLECTED TIME COLLECTED DATE OF BIRTH SEX RACE 07/13/2016 13:25 MDT 01/18/1933 <input type="radio"/> M <input checked="" type="radio"/> F W LIST PRESCRIPTION & OVER THE COUNTER MEDICATIONS TAKEN IN THE LAST 10 DAYS TEMP (90-100 F) <input type="checkbox"/>
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

I certify that the specimen accompanying this form is mine, and was sealed with a tamper evident seal in my presence and that the information provided on this form and on the label is correct.

07/13/2016

## Collection Issues Reporting

There are several screens where the collector can access the collection violation pop up, in screens that are available either before or after collection. These collection violations are available in the alerts tab for the case worker.

Figure 4: Collection Violation Notes Area

**Patient History**

**PLEASE CONFIRM IDENTITY**

**IDENTITY CONFIRMED**

**IDENTITY INVALID**

**Sentry**

**Reporting collection violation**

Collection Violation ▼

Please describe the nature of the violation.

This information is sent to the individual's case worker for evaluation and possible action.

Please be as detailed as possible.

Collection Violation

**Submit Report Cancel**

## Result Reporting & Turnaround Time

Criminal justice agencies need information in a timely fashion to take appropriate actions with regard to a participant's treatment and rehabilitation. That's why Cordant's results are available in real-time to authorized users online as soon as they are posted and/or certified by our scientists. We pride ourselves on providing quality test results within some of the quickest turnaround times in the industry.

On average:

- Negative (screen only) results will be provided within 24-48 hours from receipt by the laboratory. Receipt is defined as the time the specimen is accessioned in the laboratory information system.
- Samples with presumptive positive results that require confirmation testing are reported in an additional 48-72 hours from the completion of the screening test or when an add-on confirmation is requested.
- Very rarely, results may be delayed due to additional validity or confirmation testing.

**Important note:** Given the significant global supply chain issues that have occurred since and during the pandemic, delays in the delivery of test results may occur.

## Results Delivery Methods

We can provide results via various methods, including:

- Secure fax;
- Direct interface with case management system;
- Secure online web portal – HIPAA compliant web-based results portal that is connected to our Laboratory Information Management System (LIMS); and
- Sentry, Cordant's proprietary drug testing management system.

### Secure Fax

We currently transmit results to many of our customers via secure fax. With the secure fax method, our system batches results. Hence, many results are sent in the same time frame, instead of being sent individually. As test results are completed, these faxes are sent every 30 or 60 minutes.

### Interface Capabilities

Many of our customers have their own database and software to manage cases in the criminal justice system and treatment centers. In order to provide more value and seamless integration, Sentry, or our Laboratory Information Management System (LIMS) may be interfaced with case



management and Electronic Medical Record (EMR) platforms to transmit case information between systems and eliminate manual data entry in both systems.

We have provided many different types of interfacing to our customers based on the specific needs of the agency or treatment provider. We currently support over 100 live interfaces throughout the Cordant Health Solutions enterprise, from "homegrown" agency systems to third-party platforms such as PCMS Probation Case Management System, Corrisoft (previously PBS' Informer), and Isampson.net to name a few, ranging from results-only to bi-directional order/demographic/result interfaces. Result information may be exchanged in both directions, to our lab for drug testing case management, and into the Parish's system. Violation/exception/error reports generated by Sentry may be sent to the Parish's systems.

### Secure Online Web Portal

Cordant can provide results through a secure online web portal. Our portal is HIPAA compliant and is connected to our Laboratory Information Management System (LIMS) for quick delivery of results. Every department or division has their own account number assigned, and account numbers can be assigned for specific programs and locations as well. Data is only available to authorized users for each account, per the Parish's instructions. Portal users are required to have a unique log-in and password to access any information. Parish staff members have the additional option to receive real time emails alerting them to new results available for viewing within the secured web portal.

### Sentry

Sentry is integrated with our Laboratory Information Management System (LIMS) to report drug test results in real-time to authorized users. Sentry is a role-based system that can be customized to allow users access to tasks and events within as designated by the client's administrators. Additionally, it can allow for the exchange of protected information and results between agencies, treatment programs, case managers, etc. This is useful for agencies and programs working together on an individual's treatment goals or case management to eliminate unnecessary additional testing and additional paperwork burden. Sentry enables the Parish to leverage evidence-based practices, ensure accountability and customize treatment approaches, with a solution that has a track record of helping to revolutionize drug testing and sobriety monitoring programs. In addition, alerts for abnormal results can be emailed to the case manager, so that quick action can be taken.

### **Sentry Result Reporting Features**

Sentry makes available complete client drug testing and reporting history, at the organization/agency level, by group/officer/case manager and for individual clients, as illustrated below. Results can be exported in various formats, including .csv and .pdf.



Sentry's Recent Results Report provides a summary of results during a designated time period, which can be downloaded into an Excel spreadsheet and sorted by donor. The screen shots below display the Recent Results Report and several other options available for result reporting. These flexible options allow case managers to get the test result information they need, quickly and efficiently.

Figure 5: Recent Results Reporting Options in Sentry

The screenshot shows the Sentry web application interface. At the top, there's a 'Quick Search' bar. Below it, a navigation bar includes 'Recent Activity', 'Your Client Groups', 'Granted Clients', 'Reporting' (selected), 'Office Setup', and 'Admin: Users'. The 'Reporting' section has a 'Select Report:' dropdown set to 'Recent Results' with a 'Select' button. Below this, there are several filter options: 'New Results Only:' with a dropdown set to 'All Results'; 'Date Range:' with 'Start:' (2019-02-18) and 'End:' (2019-02-19) date pickers; 'Date Type:' with a dropdown set to 'Result Date'; 'Positivity:' with a dropdown set to 'All Results'; 'Include analytes:' with a dropdown set to 'No'; 'Specimen type:' with a dropdown set to 'All specimen sources'; 'Format:' with a dropdown set to 'In Browser'; and 'Clients to Include:' with a dropdown set to 'My Clients' and an unchecked checkbox for 'Granted Clients'. A 'Display Report' button is at the bottom left of the filter section.

Figure 6: Sample Test History Report for Officer/Case Manager Group

Result Post Time	Accession	COC	Result	Name
04/12/2016 9:00am MDT	Onsite Screen	Not Available	Abnormal	Client, BSOBR
04/12/2016 2:59am MDT	VL0018380	AG41203FC	Issue / Abnormal	Tuesday, Test
03/28/2016 3:45pm MDT	Onsite Screen	Not Available	Abnormal	Abdullah, Amir
03/28/2016 3:41pm MDT	Onsite Screen	Not Available	Abnormal	Smith, Marqe
03/25/2016 2:37pm MDT	Breath Alcohol	Not Available	Normal	Bond, James
03/25/2016 2:04pm MDT	Breath Alcohol	Not Available	Abnormal	Downer, Debbie
03/23/2016 10:33am MDT	Onsite Screen	Not Available	Abnormal	Man, Iron
03/23/2016 10:33am MDT	Onsite Screen	Not Available	Abnormal	Man, Iron
03/23/2016 10:33am MDT	Onsite Screen	Not Available	Abnormal	Man, Iron
03/15/2016 2:26am MDT	VL0017914	AG315021A	Issue / Abnormal	Smith, Marqe
02/19/2016 3:37pm MST	Onsite Screen	Not Available	Abnormal	Hulk, The
02/16/2016 8:12am MST	VL0017449	AG2161141	Issue / Abnormal	Abdullah, Amir
02/10/2016 9:30am MST	Onsite Screen	Not Available	Abnormal	Hugh, Jorgan
02/02/2016 1:35pm MST	Onsite Screen	Not Available	Abnormal	Downer, Debbie
01/22/2016 10:09am MST	Onsite Screen	Not Available	Abnormal	Downer, Debbie

Figure 7: Sample Test History Report for an Individual Client

The screenshot shows the 'Test Results' tab in the Sentry application. It includes a 'Download' button and a 'Download Options' section with a dropdown set to 'All Results', a 'Format:' dropdown set to 'Microsoft Excel (.xls)', an unchecked 'Limit By Date' checkbox, and a checked 'Include Case name' checkbox. A 'Run Report' button is at the bottom of the options section. Below this is a table of test results.

Test Date	Lab Received	Result Released	Accession #	COC #	Result	Abnormal Reason(s)
01/11/2016	01/11/2016	01/11/2016	VL0016838	AG1110C1D	Issue / Abnormal - Forgiven	Violation Attempt
11/10/2015	11/10/2015	11/10/2015	VL0015918	AFB100AA6	Issue / Abnormal - Not Forgiven	Violation Attempt
05/11/2015	05/11/2015	05/11/2015	VL0013590	AFS110660	Issue / Abnormal - Not Forgiven	Violation Attempt
04/08/2015	04/08/2015	04/08/2015	VL0013260	AF408037B	Issue / Abnormal - Not Forgiven	Violation Attempt

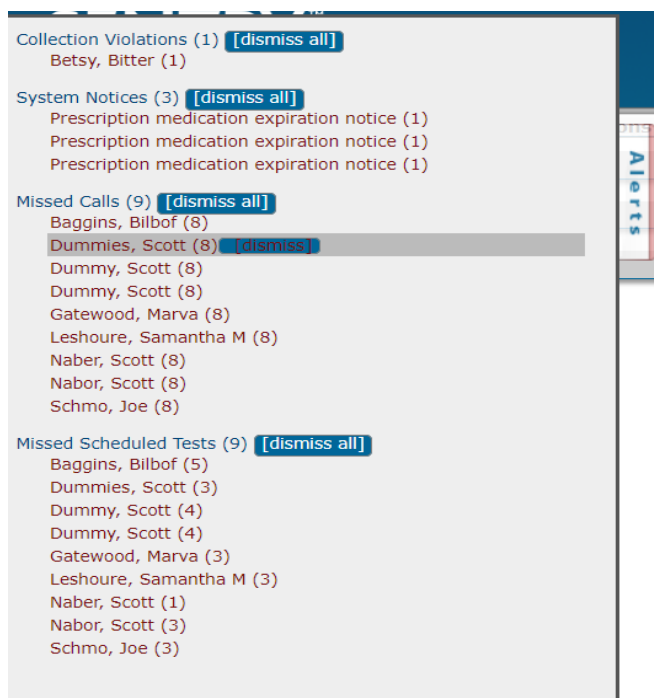
## Email and Web Alerts for Non-Compliance

Sentry not only offers real-time alerts on the user's dashboard (homepage) in the web interface of Sentry, but also allows officers and caseworkers to receive email alerts on missed calls, missed tests, and abnormal/normal drug test results. With the ability to receive alerts of non-compliant clients, the officer or caseworker can **intervene quickly** at the start of their day.

Additionally, the information provided in the Call Log can be a tool for **better conversations** with the client. For example, you will be able to see if a client called the phone line, but then decided not to show up for their required test. In this example, the client made a distinct decision to not show up for their test when they knew they were required to. The officer or case worker can then have a discussion with the client on this decision.

This is just one example of how the information provided can **change the conversation**. The information in Sentry can provide insight into client behaviors, which can then be addressed by the case manager, ultimately leading to **improved outcomes**.

**Figure 8: Alerts Tab**



*4. Ability to prove and track the of chain of custody.*

## Chain of Custody

In accordance with our various certifications, we comply with all requirements of both the External and Internal Chain of Custody (COC) process.

Cordant follows all appropriate guidelines that ensure legal defensibility of the chain of custody documentation. Legal defensibility is maintained by the proper identification of the specimen donor, and through the use of external (prior to specimen's arrival in the laboratory) and internal (within the laboratory environment) chain of custody documentation.

Our COC process is designed to properly identify the donor and document specimen collection, specimen transfer, specimen receipt at the laboratory, subsequent handling within the laboratory, and final disposal. Documentation of the COC process is divided into two distinct domains:

- External COC-specimen collection and transport; and
- Internal COC-specimen receipt, analysis, storage, and disposal.

Both processes are detailed below.

### External Chain of Custody

Donor identification requires a photo ID or identification by a case worker or officer who knows the donor. Once positive donor ID is established, it is documented on the Test Request & Chain of Custody form, the official external COC document.

For convenience, forensic COC and test request documents are integrated into the same form. Each collection event has a unique number assignment for proper cross-referencing with the Test Request & Chain of Custody document and the specimen.

Once the collection has occurred and the Test Request & Chain of Custody form is completed, this form along with the specimen is placed in a tamper evident package for transfer to our laboratory.

The signed Test Request & Chain of Custody form is scanned at the laboratory and can be available to Parish staff in Cordant Sentry™.

### Internal Chain of Custody

Internal chain of custody begins with the physical receipt of the specimen at our lab. Once the specimen arrives and is brought into the secure laboratory, a continuous record of all process or storage steps that the specimen or aliquots of the specimen are involved in begins. This record includes the assignment of a unique identifier (accession number), date/time stamps as well as the initials of the person performing the process or placing/ removing the specimen from

storage. The chain of custody ends when the specimen and its aliquots are finally destroyed. This COC record can be produced upon request for litigation or audit.

The following examinations are made in order to assess the integrity of each and every specimen that arrives at our lab:

- Specimen bag is inspected to ensure it is still sealed;
- The specimen bag is then opened, and the specimen seal and Test Request & Chain of Custody forms are reconciled to determine if the information on the specimen container matches the information on the COC form;
- The specimen container is inspected to determine if the tamper-evident seal (which is placed over the top of the cap after collection has taken place) is intact;
- The results of this initial examination are documented in the form of deficiencies or problems and become part of the specimen narrative in the Laboratory Information Management System (LIMS);
- Subsequently, a second examination of the specimen and form occurs. This examination is limited to reconciling the information provided on the COC. This final exam consists of the following observations:
  - Agreement between specimen identification (seal number) and the COC number on the form;
  - If sufficient specimen volume exists for the tests requested;
  - Collector and donor signatures and dates, donor initials and date on the specimen seal; and
  - The date and time for the collection and standard test request specifications noting any unusual test requests (i.e., exceptions to the donor-specific test panel).

The records resulting from the execution of the internal COC process include both electronic (LIMS based) and hardcopy formats. Electronic data includes specific test requests, encoded deficiencies regarding the external COC process, reference to specific Cordant staff who handled the specimen, the date and time the specimen was handled, and the staff member who ordered the testing. Hardcopy records include reference to the laboratory staff that "received" and opened the specimen, the laboratory staff who actually opened the specimen container, the laboratory staff that placed the LIMS generated barcode on the specimen container and specimen test tube, and the laboratory staff who actually returned the specimen container to secure storage. All of this information and documentation is made available to authorized individuals only.

5. *The supply of collection materials and packaging for the facilitation of in-house sample collection and corresponding paperwork.*

Cordant provides all supplies necessary to collect, seal and transport specimens to our laboratory for testing. Supplies will include:

- **Chain of Custody (COC) Forms:**
  - Paper for Sentry's printable COC form, which includes a built-in security seal;
  - Manual two-part full-page (duplicate) Chain of Custody (COC) forms, with pre-printed unique barcodes on the form and specimen security seal, can also be provided;
- **Specimen Bags:** Self-sealing specimen bags contain separate "pockets" for the specimen vial and Chain of Custody form. The specimen pocket contains an absorbent sheet that will absorb any potential spillage;
- **Specimen Collection Vials:** Individually packaged, tamper proof vials:
  - Urine Specimen Vials: stronger, improved protection against leakage. We can provide both male and female (wide-opening) style urine collection kits;
  - Female Wands: These optional devices provide for a more user-friendly female urine collection and are available for an additional fee;
  - Oral Fluid Collection Vials;
- **Shipping Supplies:** We will provide all supplies necessary for next-day delivery to our lab, including shipping boxes/bags and pre-paid, pre-addressed labels.

Supplies will be set up for automatic, regular shipment to applicable collection sites. A standing order can be established so that the quantities shipped to each location are based on the volume of specimens we receive. The Parish may also order supplies online via a dedicated web portal, by emailing us through Sentry or by contacting our Client Services department.

6. *Ability to provide initial and booster trainings to the Department of Juvenile Services Probation Department in collection procedure, chain of custody, result interpretation and other areas as both parties see fit.*

Ongoing training can be provided to Juvenile Services staff via live web conference, for no additional charge. Additionally, in person trainings may be conducted on an agreed-upon basis. We will work with the Parish to schedule ongoing training as needed. We also provide customized trainings for our clients, to address specific needs or areas of concern. Topics covered during training include, but are not limited to:

- Laboratory accreditation;
- Contract panel and testing options;
- Chain of Custody layout and procedure for completing;

- Specimen collection protocol including preparation of samples for pick-up and shipping;
- Toxicology 101;
- Screen and confirmation testing;
- Specimen validity - substitution, dilution, and adulteration; how people can attempt to beat a drug test;
- THC creatinine ratio determines new versus old use of marijuana;
- Drug detection times;
- Differences between types of testing, i.e., Ethanol versus EtG and oral fluid versus urine;
- Review of common test results and results interpretation;
- Emerging drug trends -- both regionally and nationally;
- Client testing metrics, ordering trends, positivity and negativity rates;
- Common drug testing myths and truths; and
- Sentry features.

In addition to the training described above, Cordant PhD's and Board Certified Toxicologists conduct periodic educational webinars accessible to the public. Invitations to these webinars are sent via email and all past webinars can be accessed on the Cordant Health Solutions website. To receive these invitations or to access past webinars, please visit <http://cordantsolutions.com/cordant-videos/> and provide your email address.

Please note that a wealth of information is available to Parish staff from our Drug Resource Library at <http://cordantsolutions.com/drug-education-resource-library/>. Content includes, but is not limited to, common training topics, drug fact sheets and excerpts discussing new and emerging drug trends.

Some sample pages from Cordant's training offerings are provided on the following page.



Figure 9: Sample Training Materials

## CORDANT TRAINING TOOLS

### RESULT INTERPRETATION

#### Positive Screen > Positive Confirmation

Specimen Final Outcome - Screen and Confirmation Results	Result	Outcome	Method	Cutoff	Notes
Initial Screen					
Qualitative Screen		NEGATIVE	EtG	50 ng/mL	
Quantitative Screen		POSITIVE	EtG	50 ng/mL	
Qualitative Screen		POSITIVE	EtS	20 ng/mL	
Quantitative Screen		POSITIVE	EtS	20 ng/mL	
Qualitative Screen		NEGATIVE	EtG	50 ng/mL	
Quantitative Screen		NEGATIVE	EtG	50 ng/mL	

#### Positive Screen > Negative Confirmation

Specimen Final Outcome - Screen and Confirmation Results	Result	Outcome	Method	Cutoff	Notes
Initial Screen					
Qualitative Screen		NEGATIVE	EtG	50 ng/mL	
Quantitative Screen		NEGATIVE	EtG	50 ng/mL	
Qualitative Screen		NEGATIVE	EtS	20 ng/mL	
Quantitative Screen		NEGATIVE	EtS	20 ng/mL	

### A Quick Matrix Comparison

Sample Type	Detection Window	Clinical Use
Urine	12 hours to 6 days	<ul style="list-style-type: none"> <li>Water soluble metabolites</li> <li>Most widely used, but easiest to "beat"</li> <li>Used for routine drug monitoring</li> </ul>
Saliva	Up to 3 days	<ul style="list-style-type: none"> <li>Parent drug</li> <li>Best method for measuring pharmacologically active drugs</li> <li>Provides interpretive information about drug driving and substance</li> <li>Ideally suited for periodically checking steady-state drug concentrations</li> <li>Best for interpretation of impairment</li> </ul>
Oral Fluid	Up to 3 days	<ul style="list-style-type: none"> <li>Parent drug</li> <li>Difficult to adulterate</li> <li>Ideal for drug monitoring in chronic opioid treatment</li> <li>Noninvasive</li> </ul>
Hair	7 days to 3 months	<ul style="list-style-type: none"> <li>Best for detection of heavy long term use</li> <li>Useful tool for pre-boarding new patients because of the detection of past use of illicit drugs and prescription medications</li> </ul>

## WHAT IS KRATOM?

### And How is it Tested?

Don't Miss This Commonly Abused Drug

## Specimen Collection Training

Cordant can offer comprehensive training for specimen collections to Juvenile Services staff. These trainings can include all specimen matrices Cordant offers testing for, including urine, oral fluid, hair, and blood collections. These trainings will instruct the collector through the specimen requisition process, observed collections and proper packaging and shipping of the specimen to the laboratory. Training will also cover prevention of adulteration and/or substitution during the process of collection, to include dilution attempts and specimen validity interpretation. Specimen collection is one of the most important steps in toxicology testing. There will always be an emphasis on proper collection to maintain legal defensibility and chain of custody. Cordant will offer retraining to agency personnel as needed, upon request.

Our training includes sample chain of custody forms, specimen collection kits and transportation supplies, and attendees may be provided with a poster that summarizes the urine test collection procedure. Topics covered during training include, but are not limited to:

- Complete procedures for urine, oral fluid, blood, and hair specimen collection, as appropriate;
- Specimen validity – including substitution, dilution, and adulteration - how people can attempt to beat a drug test;
- Chain of Custody layout and procedure for completing;
- Preparation of samples for pick-up and shipping; and
- Contract panel and testing options.

Cordant will work with the Parish to determine the frequency and topics needed for specimen collection training. We can provide a variety of specimen collection training materials for hair, urine, and oral fluid, if desired.

## Section 3 – Why Cordant?

Below we have provided some key advantages of choosing Cordant as your behavioral health partner:

- **Service plan/procedures** – Cordant's approach to the scope of work as described herein is the result of our 34-year history of providing quality toxicology services. Our labs participate in many certification and quality control processes, and many of our toxicologists also serve as inspectors for lab certification programs.
- **Demonstrated expertise in performing similar work** – Cordant is very experienced in laboratory testing for all major drugs of abuse. We believe our references and client listing will substantiate our expertise. Our labs process over 4.7 million samples per year. We have the ability to test for 60+ of the most commonly prescribed mental health medications, in both urine and oral fluid. Medication non-adherence is a common cause of treatment failure. See **Appendix B** for more details on the testing options available.
- **Availability and experience of key staff** – Cordant offers an on-call toxicologist, available 24/7/365, for urgent results interpretation questions outside of business hours. Further, our world-class Client Service staff is available Monday through Friday from 5:30 am to 4:30 pm Mountain Standard time. Our Client Services team answers more than 1,000 calls per week with very little wait times – 99% of our calls are answered in under 30 seconds. The Client Service staff is trained by our senior toxicologists, with a focus on current drug testing trends and products. This team is capable of handling a wide variety of questions.
- **Industry leading turnaround time** – Cordant works with governmental agencies across the country, using Fed-Ex and couriers to ensure that specimens are delivered to us in a timely manner. Cordant's reputation is based in part on our turnaround time -- one of the lowest in the industry. As detailed in our response, the Parish will receive negative (screen only) results within 24-48 hours from receipt by laboratory. Samples with presumptive positive results that require confirmation testing are reported in an additional 48-72 hours from the completion of the screening test or when a confirmation test is requested.
- **Cost Savings** – Cordant works hard to control costs and keep our services affordable for our customers. However, CLIA and CAP-FDT certifications are only achieved and maintained through passing rigorous external audits. No matter what steps we take to reduce costs, our continued certification means we will never sacrifice quality or reliability for the sake of affordability. Additionally, Cordant Sentry™ allows the Parish to control the testing that is available for their staff to order – there are situations where allowing all staff to order expensive testing panels may not be appropriate. Automating the testing frequencies at a group level allows the Parish to ensure that they are not over testing the participants in their programs.

## Cordant Value Added Services

Cordant Health Solutions™ offers laboratory testing, pharmacy services and adherence monitoring tools that provide **actionable insights** to help **improve outcomes** and **more effectively manage** chronic pain, substance use disorder, mental health, and criminal justice programs.

Our laboratory testing, pharmacy, and technology solutions support our partners through the full spectrum of treatment and recovery, arming them with powerful tools to:

- Promote safety and adherence;
- Enable early detection for appropriate intervention; and
- Improve program efficiency and effectiveness.

A summary of Cordant's unique offerings and key differentiators is provided below.

*Figure 10: The Cordant Difference*

## Expect More From Your Lab....

	SOLUTIONS	OTHERS	CORDANT
Clinical & Operational Excellence	<ul style="list-style-type: none"> <li>• Urine Drug Testing (Comprehensive Testing Menu)</li> <li>• Connectivity (Integration with EMR Systems)</li> <li>• 24-72 Hour Turnaround Time</li> <li>• Low Cutoff Levels</li> </ul>	✓	✓
	<b>Unique Testing Options</b> <ul style="list-style-type: none"> <li>• <b>4 Testing Modalities</b> – Urine, Oral Fluid, Blood and Hair</li> <li>• <b>100x Lower Cutoff</b> – Buprenorphine Oral Fluid and Butrans Testing</li> <li>• <b>60+ Mental Health</b> Testing Options in Urine and Oral Fluid</li> <li>• <b>CORE™</b> Comprehensive Oral Fluid Rx Evaluation</li> </ul>		✓
	<b>Leader in Quality</b> <ul style="list-style-type: none"> <li>• <b>1 of Only 21</b> Labs Nationwide Certified by the U.S. Department of Health and Human Services (SAMHSA)</li> <li>• CLIA, CAP, CAP-FDT and California Methadone Certified</li> </ul>		✓
	<b>Compliance-Focused Pharmacy Service</b> Specializing in Substance Use Disorder and Chronic Pain Medications		✓
Specialized Pharmacy*	Proactive Naloxone Program		✓
	Prescription Take Back Program		✓
Technology & Data Analytics	<b>Web-Based Drug Testing Management Tool (Cordant Sentry™)</b> Enhances Efficiency and Effectiveness		✓
	<b>PDMP and Lab Results Integration</b> Promote Patient Engagement, Intervention and Adherence		✓
	<b>Actionable Clinical Analytics, Data-Driven Protocols</b> Support Program Goals, Risk Assessment Insights and Adherence		✓

# Appendix A – Cordant Sentry™ Key Features

## Cordant Sentry™ Capabilities

Cordant has a deep understanding and appreciation for the needs of governmental agencies, and we have developed our services to support a reliable substance use monitoring program that is designed to improve outcomes. We know that officers, case managers, and administrators need information in a timely fashion to take appropriate actions. That's why we created SENTRY™, our industry leading online substance abuse management system that integrates randomization, notification, compliance monitoring, and reporting, which is designed to support evidence-based practices. Sentry supports a variety of “best practice standards” that are utilized by many governmental agencies.

Abnormal results, no-call and no-show notices can be sent via an alert system by email in near real time. Statistical reports that show trends and correlations are available on demand, providing information to every level of the agency. Authorized users can access different tests/panels (standard and customized) that fit your requirements. Sentry reduces work steps, eliminates paper forms and reports and provides instant communication to all the stakeholders. Sentry also includes features for managing donor payments/co-pays/vouchers and offers robust, real-time reporting.

Sentry's key features include:

- Donor enrollment & management;
- Random schedule management;
- Holiday scheduling;
- Customized panel and testing selections;
- Phone/web test notification;
- Identity verification;
- Printable COC form;
- Email and web alerts for non-compliance;

- Tools to support evidence-based practices;
- Information sharing and permissions;
- Result reporting features;
- Collection focused features; and
- Expanded reporting.

Sentry's key features are described in detail below and throughout our proposal. **Cordant respectfully requests the opportunity to provide a full demonstration of Sentry features.** The value that this program provides to governmental agencies throughout the country is significant.

### **Donor Enrollment & Management**

In Sentry, clients are imported and/or enrolled manually and assigned randomization schedules individually or in groups. Sentry allows for true randomization of complex drug test schedules and multiple panels and frequencies to customize a randomization schedule to fit different clients' needs. The schedule can be adjusted to include excused test periods (holidays), surprise testing and on-demand scheduling. Sentry also includes features for managing donor payments/co-pays/vouchers and offers robust, real-time reporting.

### Adding Clients to Sentry

Clients can be enrolled into Sentry via a data import (performed by Cordant during implementation) and can also be enrolled manually, as illustrated below.



### Adding New Donors

**Sentry**

**Adding New Case**

Name Prefix:  (Mr., Ms, etc)      IVR Code:

First Name:       IVR Start:

Middle Name:  (or initial)      IVR End:

Last Name:

Name Suffix:  (Jr., Sr., etc)

Address 1:

Address 2:

City:  St:  Zip:

Phone:

Other information:

Enter at least one:

SSN:

Case #:

Race:  -- Choose --

Sex:  -- Choose --

DOB:  Month  Day  Year

**Create Case** | **Cancel**

### Random Schedule Management

Randomization of participant testing is accomplished through the use of Cordant Sentry™. Clients are imported into Sentry and assigned randomization schedules individually or in customized groups that are designed to be appropriate for the agency's program and testing requirements (e.g., Phase 1, Phase 2, Phase 3, or High Risk, Medium Risk, Low Risk, etc.). Assigning randomization schedules at a group level allows the agency to efficiently manage randomization frequencies that are shared by many participants. However, all participants are still randomized individually. Even if there are 25 participants in the same group, those 25 participants will be randomized individually, and will not all be called to test on the same day, as would happen with a color line.

Testing dates are randomly and evenly distributed throughout weekly, monthly, quarterly, or annual periods. Sentry also allows for a chance for an additional surprise test within a period to further limit predictability. Sentry provides mathematical randomization so as not to establish a pattern for frequency or timing of the testing.

The goal of randomized drug testing is not to "catch" a client. Rather, randomization should have both a deterrent and a therapeutic effect, helping to break the cycle of substance abuse

#### Key Sentry Features:

- **Randomization schedules** - Can be created at the individual participant level, if desired, so that the testing panel can be tailored to the specific participant.
- **Drug panel options** - A more comprehensive panel can be scheduled on a different frequency (e.g., monthly) so that the agency can periodically reviewing for potential use of other drugs.



*“Random unannounced drug tests are preferred to scheduled drug tests.”*

- Appropriate Use of Drug Testing in Clinical Addiction Medicine, Consensus Statement Adopted by the American Society of Addiction Medicine, April 2017

and reduce risks to public safety. Once clients know they can't get away with using, they start to focus on recovery.

Current approaches to randomization, such as “color lines,” suffer from notable pitfalls. These approaches:

- Are not truly random;
- Establish predictable patterns;
- Have a predictable frequency;
- Result in an uneven number of clients per day;
- See the same clients come in together regularly;
- Promote unscheduled testing and added expenses; and
- Fail to capture identifying information about who called in and who didn't.

Sentry's randomization and scheduling features include:

- Multiple period intervals: weekly, half-monthly, monthly, quarterly, half-yearly, yearly;
- Ability to choose times per period;
- Customized IVR call-in times and days;
- Ability to specify between 5% - 30% chance for additional surprise testing (virtually eliminating predictability);
- Ability to block out dates specified as organization holidays or specific client “excused testing days” when Sentry can be “turned off” for selecting clients to test;
- Gender specific holidays can be selected for same sex collections on a specific day; and
- Weighs days for heavier or lighter selection process of client testing at the organizational/office level for better staffing management.

As illustrated below, Sentry allows for randomization of complex drug test schedules and multiple panels and frequencies to customize a randomization schedule to fit not only the agency's needs but individualized to the specific client to support their treatment and supervision plan. This true randomization feature is configured by a mathematical algorithm and improves the

effectiveness of drug testing dollars. It eliminates over-testing and frees up caseworker time that can then be allocated toward higher priority activities. Prevention of non-scheduled testing improves the impact of testing and the effectiveness of budget dollars spent on testing by not allowing clients to test on days they are not selected. On demand testing allows case workers to test whenever needed for a higher level of compliance.

*Randomization Screens from Cordant Sentry™*

The screenshot displays the Cordant Sentry software interface. At the top, there are tabs for 'Testing Schedules', 'Add Schedule', and 'Schedule single test'. Below these, a table lists testing schedules with columns: Source, Frequency, Start Date, End Date, Tests to Run, and Description. Two schedules are visible: one for 'Group' with a frequency of '1 / Week + 15%' and another for 'Group' with '1 / Quarter + 0%'. Below the table is a link to 'view past schedules'.

Below the testing schedules is a 'Holiday Schedule' section with an 'Add Holiday' button and a 'View' button.

The 'Your Client Groups' section has an 'Add New Group' button and lists several groups: 'High Risk (4 Clients)' with '4x week', 'Low Risk (0 Clients)' with '1x per month + 20% surprise', 'One Time Testing (3 Clients)' with 'Manually schedule tests for all probationers in this group', 'Phase 1 (3 Clients)' with '3x per week + 30% surprise', 'Phase 2 (1 Client)' with '2x week + 30% surprise', and 'Phase 3 (7 Clients)' with '2x week + 30% surprise'.

At the bottom, there are tabs for 'Case Info', 'Test Results', 'Testing Schedule', and 'IVR Call Log'. Below these is a 'Chosen Randomization Dates' section with a 'Show all' button. A table lists randomization dates with columns: Test Date, Source, Scheduled By, Frequency, Tests to Run, and Description. The table shows dates from 06/30/2016 to 06/21/2016, all scheduled by 'Account, My Training' with a frequency of 'Week' and tests to run of '(280) 8 DRUG SCREEN \*INCLUDES ETG\*'. The descriptions are 'test' or 'Panel 280'.

A 'Sentry' window titled 'New Randomization Schedule' is open over the bottom right. It contains a list of tests to run: 'Onsite Screen - Any Drug Panel', 'Onsite Screen - BA Test', 'Onsite Screen - Individual Panel 4', 'Onsite Screen - 3 Drug w/ Alcohol', and '22 - URINE: 7 DRUG SCREEN'. Below this is a 'Frequency' dropdown set to '1' times per 'Week', a 'Chance for surprise additional test' dropdown set to 'Never', 'Starting Date' and 'Ending Date' fields, and a 'Description' field. At the bottom of the window are 'Create Schedule' and 'Cancel' buttons.

## Holiday Scheduling

Sentry allows the Parish to block out dates specified as organization holidays (“excused testing days”), as well as specific testing holidays, when Sentry can be “turned off” for selecting clients to test. Gender specific holidays can also be selected for same sex collections on a specific day. The use of testing holidays provides a significant amount of flexibility in managing collection sites and dealing with expected or unexpected availability changes in the actual sites or the staffing.

### *Holiday Scheduling in Sentry*

The image displays two overlapping screenshots of the Sentry software interface, specifically the 'Add New Holiday' dialog boxes.

**Left Dialog: Add New Holiday for Technical Resource Management**

- Start Date:** 2016-07-04
- End Date:** (blank)
- Leave end date blank for single day holidays
- Holiday Type:** No Testing
- Applies to gender:** Females
- ☒ Apply to unknown genders
- ☐ Applies to all Sub-Offices
- Description of holiday:** No female collector available on Independence Day.
- Buttons:** Add Holiday | Cancel
- Processing may take up to a minute.

**Right Dialog: Add New Holiday for Abdullah, Amir**

- Start Date:** 2016-05-30
- End Date:** 2016-05-30
- Leave end date blank for single day holidays
- Holiday Type:** No IVR or Testing
- Description of holiday:** Memorial Day. Client granted permission to visit family - no IVR.
- Buttons:** Add Holiday | Cancel
- Processing may take up to a minute.

## Customized Panel and Testing Selections

The testing options that are set up in Sentry will be customized to meet the requirements of the Parish. Cordant can create as many testing panels as needed. Additionally, individual tests can be set-up to ensure that between the various drug and alcohol testing panels and/or the individual test options, the Parish can ensure testing is individualized for each participant in the program. Cordant’s Sentry Implementation Team works closely with each agency to ensure that the testing options that are set up within Sentry fully cover their testing needs.

### Panel Selection in Sentry

Tests to run:

- Onsite Screen - 5 Drug Panel
- Onsite Screen - Any Drug Panel
- Onsite Screen - BA Test
- Onsite Screen - Individual Panel 4
- Onsite Screen - 3 Drug w/ Alcohol
- Onsite Screen - 1 Drug Kit - Barb
- Onsite Screen - Hair
- 22 - URINE: 7 DRUG SCREEN
- 280 - 8 DRUG SCREEN \*INCLUDES ETG\*
- 958 - URINE: 7 DRUG PANEL

Hold CTRL to select multiple tests

Continue

Tests to run:

- 200\* - URINE: 10 DRUG PANEL
- 201 - URINE: 5 DRUG PANEL
- 2241 - URINE: 3 DRUG PANEL
- 2261 - URINE: 5 DRUG PANEL
- 2301 - URINE: 5 DRUG PANEL

Hold CTRL to select multiple panels

### Key Sentry Feature:

Clients check-in every day and are only alerted of a required test on the same day the test is required.

### Phone/Web Test Notification

Supervision levels impact outcomes. A daily call in/reporting system that allows a participant to find out if it is their day to test provides the officer or case worker an additional point of contact, adding structure and accountability to the participant's routine.

Participants check in every day and are only alerted of a required test on the same day the test is required, thus reducing advance notice. Compliance with the daily check-in requirement is tracked in real-time within Sentry, and can be viewed, sorted, and exported with only a few clicks, as illustrated below.

### IVR Call Log Screen in Sentry

Case Info Test Results Testing Schedule IVR Call Log Case History							
IVR Call Log CDR Log							
Date Range: 2016-01-11 - to - 2016-01-15							
Format: In Browser In Browser Microsoft Excel (.xls) Comma-delimited (.csv) Pipe-delimited (.psv)							
Date	Time Called	CID Name	CID Number	Called Num	Call Required	Test Required	Call Missed
01/15/2016	-	-	-	-	Yes	Panel 280	Yes - Not forgiven
01/14/2016	-	-	(Una) vai-labl	(970) 725-4401	Yes	Panel 280	No
01/14/2016	10:46 AM	Cellphone OR	(541) 519-6853	(970) 725-4401	Yes	Panel 280	No
01/13/2016	-	-	-	-	Yes	EtG	Yes - Not forgiven
01/12/2016	10:10 AM	Cellphone WA	(509) 306-9237	(970) 725-4401	Yes	test	No
01/11/2016	2:46 PM	Cellphone WA	(206) 794-9452	(970) 725-4401	Yes	any description	No
01/11/2016	1:45 PM	Cellphone CA	(858) 442-4104	(970) 725-4401	Yes	any description	No

The completion of a required call and appearing for a required test can be additional program elements for offering incentives and encouragement as a participant works towards changing their behavior and getting on a road to recovery.

There are two ways clients can complete their daily check-in requirement: by phone and by web.

- **Phone** - Participants call a local phone number to hear if it is their day to test. The interactive voice response (IVR) system documents the date, time, the caller ID (CID) number, and the CID name used by client when calling into the system to check if it is their day to test.
- **Web** - Web-based check-in can also be enabled, e.g., for hearing impaired clients, as an alternative to phone check-in. The web-based check-in system is illustrated below.

*Web-Based Check-In Screens in Sentry*

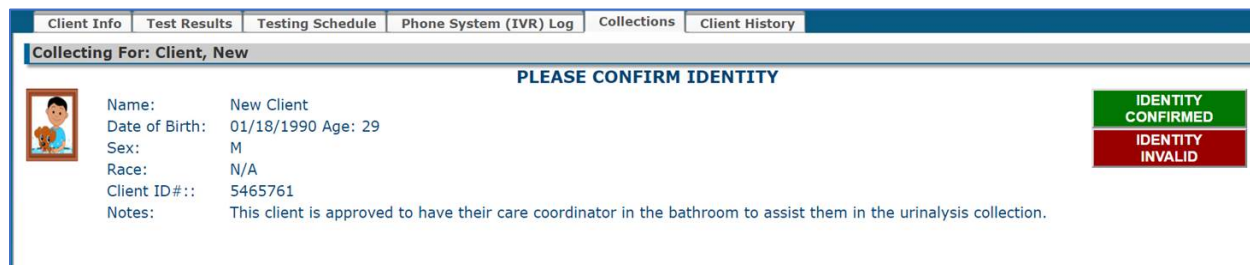
The image displays two screenshots of a web-based check-in system. The first screenshot, titled "Drug Testing Notification System", shows a progress bar at "1/3 Complete" and input fields for "Drug Testing Phone Number:", "Last Name:", and "ID Number:". Below these fields is a blue button and the text "Please contact your agency" and "Español, clic aquí.". The second screenshot, titled "Drug Testing Requirements", shows a progress bar at "Complete". It displays the date and time "Thursday, January 08, 2015 5:42PM MST" and a red banner stating "Do not test today". Below this, it shows a "Confirmation number: 9076ad33" and a link to bookmark the page: "http://www.mycallin.com?phone=9707254401&setLng=en-US". At the bottom, it says "Please contact your agency with any questions."

## Identity Verification and Printable COC Form

### Identity Verification

Sentry requires proper identification of the client before the collection process can be initiated. Client photos can be uploaded to Sentry to allow Cordant collection staff to positively identify clients, even if the client forgot their ID. The agency can also add collection notes for any special circumstances, which can greatly facilitate communication between agency staff and collection site staff regarding any such circumstances. For example, proper communication of potentially culturally sensitive issues is important and can facilitate the delivery of quality services to diverse populations. Please see the screen shot below for an example of the initial collection screen, which shows an example of a client photo and collection notes that can be shared between agency and collection site staff.

*Sentry Confirm Identity Screen Shot*



### **Key Sentry Feature:**

*Sentry's Test Request and Chain of Custody form includes all elements necessary to properly document external chain of custody of the specimen.*

### Printable Chain of Custody Form

Sentry offers the next generation in specimen collection by use of an electronic Chain of Custody (COC) and test requisition form within the application. This provides quality assurance within the specimen collection process by eliminating illegible handwriting and the input of incorrect information by the collector, saves time from handwriting, and reduces invalid chain of custodies in court.

Sentry pre-populates all donor demographic information, the date, and the time of collection into the Chain of Custody form. All that needs to be entered on the Sentry Chain of Custody form is the donor and collector signatures, if the specimen temperature is within the normal range, and that it was visually observed. The security seal also needs to be initialed and dated by the donor once it has been placed on the specimen vial. This provides for a



faster collection process and a form that is legible and complete, which all support a legally defensible collection.

The Sentry application allows the COC form to be printed with any basic printer (using 20# paper with built in security seals that we provide). The Sentry COC form will print complete donor demographics including donor or case ID#, selected panel, bar code, time stamp and date on all appropriate areas of the COC for legal defensibility.

#### Printable COC Form in Sentry

**Sentry**  
COC not displayed? [click here](#) to download it.  
Close window Done

**Cordant**  
Forensic Solutions™

**Test Request & Chain of Custody Document**  
1760 ERT 66 SUITE 1  
FLAGSTAFF, AZ 86004  
AG7130C29

REQUESTED BY: Account, My Training (11773) PRINTED BY: Clancy, Brad (10905) COLLECTED AT: Technical Resource Management	DONOR NAME (OR SPECIMEN I.D.) LAST FIRST M.I. Downer Debbie	
TRM TRM, INC. NEW HIRE P.O. BOX 70000 FLAGSTAFF, AZ 86004	SSN	CLIENT ID#: 987653211 OTHER ID 8675309
DONOR TELEPHONE DAY		
I certify that the specimen accompanying this form is mine, and was sealed with a tamper evident seal in my presence and that the information provided on this form and on the label is correct	DATE COLLECTED 07/13/2016	TIME COLLECTED 13:25 MDT DATE OF BIRTH 01/18/1933 SEX <input type="radio"/> M <input checked="" type="radio"/> F RACE W
LIST PRESCRIPTION & OVER THE COUNTER MEDICATIONS TAKEN IN THE LAST 10 DAYS		TEMP (90-100 F) <input type="checkbox"/>

07/13/2016

#### Cordant Sentry Client Quotation

*"Sentry's call log feature changes the conversation. Especially when they call in but then choose to not show up for their test. That is a different conversation that we were not able to have prior to Sentry."*

-Chief Probation Officer,  
Judicial District in  
Colorado

#### Email and Web Alerts for Non-Compliance

Sentry not only offers real-time alerts on the user's dashboard (homepage) in the web interface of Sentry, but also allows officers and caseworkers to receive email alerts on missed calls, missed tests, and abnormal/normal drug test results. With the ability to receive alerts of non-compliant clients, the officer or caseworker can **intervene quickly** at the start of their day.

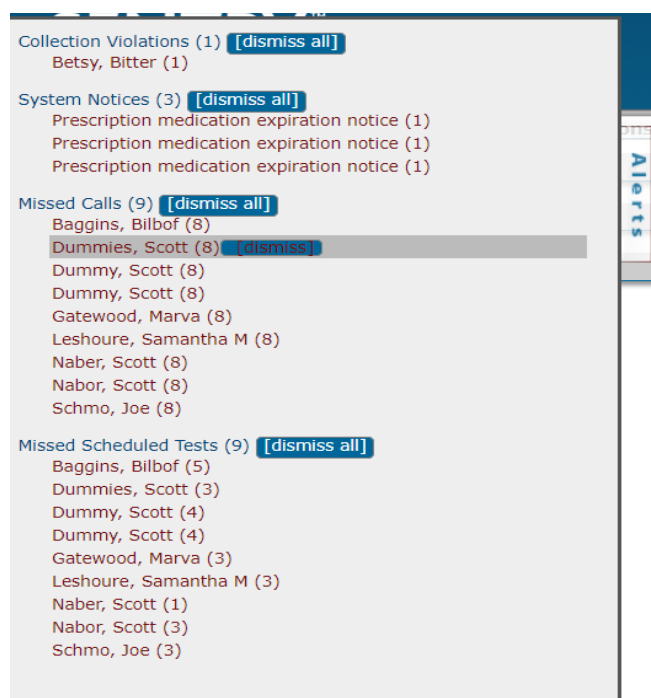
Additionally, the information provided in the Call Log can be a tool for **better conversations** with the client. For example, you will be able to see if a client called the phone line, but then decided not to show up for their required test. In this example, the client made a distinct decision to not show up for their test when they knew they



were required to. The officer or case worker can then have a discussion with the client on this decision.

This is just one example of how the information provided can **change the conversation**. The information in Sentry can provide insight into client behaviors, which can then be addressed by the case manager, ultimately leading to **improved outcomes**.

#### Alerts Tab



### Tools to Support Evidence Based Practices

Sentry enables agencies to screen individuals, identify abuse and help support the development of specific treatment recommendations. Sentry supports evidence-based practices in the following manner: After assessing a client's risk and need, addressing cognitive behavioral functioning for substance abuse and establishing the appropriate supervision level, the agency can customize Sentry for high-risk intensive supervision clients, medium risk supervision, low risk, etc., which allows the agency to establish a baseline for required testing.

The agency can target interventions by prioritizing supervision and treatment resources. Other vested, authorized individuals can be granted access within the system to specific cases. For example,

judges or treatment providers can be granted levels of permission on a particular client so that all parties involved can work together through a HIPAA compliant communication platform.

Communicating through the system on important triggers like a client's changed behavior, problems or positive life events and reporting triggers of relapse in a real time fashion mean timely interventions can be acted on immediately.

Sentry provides the latest in state-of-the-art real-time access and information management. Sentry allows for full setup of an organizational structure within the HIPAA compliant web application. Officers, directors, supervisors, and case workers may all be configured within the structure and given the access levels that their position affords. Sentry offers a fully customizable set of features to help control, monitor, and manage best practices in your drug-testing and sobriety monitoring program.

#### Key Sentry Features:

- Sentry's Information Sharing features allow agencies to share drug test results and other information with authorized members of the multidisciplinary team.
- Notes on the client can also be shared between team members.

#### Information Sharing & Permissions

A key aspect of any successful case management software is the ability to transfer caseloads, delegate tasks, and grant differing levels of access to cases and groups of clients to various need-to-know parties. To this end, Sentry has implemented a full role-based permission system that offers:

- Access to groups of clients or individual clients may be granted to other users within the client organization. Access can also be granted to vested individuals with outside agencies such as substance use disorder treatment providers, mental health treatment providers, judges, or related organizations;
- Access may be set for limited time periods or indefinitely and will automatically be revoked once the time period expires;
- Access rights to specific features of Sentry may be tightly controlled for each user;
- Individual features down to specific information about a donor may be masked or denied based on the needs of the organization and the level of access required by certain user groups;
- Activities, such as but not limited to, scheduling tests, creating clients within the system, or collecting on a client may also be controlled tightly based on the organization's needs;
- Cases may be transferred among other users as necessary;

- Access to specific cases and or groups to other vested persons can be granted;
- Users can be created or disabled within Sentry based on access level;
- Total user caseload per office or per user can be viewed; and
- Optional cross agency information sharing allows agencies to eliminate duplicate testing on the same donor, which ultimately saves money for the agency as well as tax-payer dollars.

### Result Reporting Features

Sentry makes available complete client drug testing and reporting history, at the organization/agency level, by group/officer/case manager and for individual clients, as illustrated below. Results can be exported in various formats, including .csv and .pdf.

Sentry's Recent Results Report provides a summary of results during a designated time period, which can be downloaded into an Excel spreadsheet and sorted by donor. The screen shots below display the Recent Results Report and several other options available for result reporting. These flexible options allow case managers to get the test result information they need, quickly and efficiently.

*Recent Results Reporting Options in Sentry*

The screenshot displays the Sentry Cordant Health Solutions web application. The top navigation bar includes the 'SENTRY' logo and a 'Quick Search' field. Below the navigation bar, the 'Reporting' tab is selected among other options like 'Recent Activity', 'Your Client Groups', 'Granted Clients', 'Office Setup', and 'Admin: Users'. The 'Select Report' section shows 'Recent Results' selected in a dropdown menu. The form includes several filters: 'New Results Only' set to 'All Results', 'Date Range' with 'Start' at 2019-02-18 and 'End' at 2019-02-19, 'Date Type' set to 'Result Date', 'Positivity' set to 'All Results', 'Include analytes' set to 'No', 'Specimen type' set to 'All specimen sources', 'Format' set to 'In Browser', and 'Clients to Include' set to 'My Clients'. There is an unchecked checkbox for 'Granted Clients'. A 'Display Report' button is located at the bottom left of the form area.

*Sample Test History Report for Officer/Case Manager Group*

Result Post Time	Accession	COC	Result	Name
04/12/2016 9:00am MDT	Onsite Screen	Not Available	Abnormal	Client, BSOBR
04/12/2016 2:59am MDT	VL0018380	AG41203FC	Issue / Abnormal	Tuesday, Test
03/28/2016 3:45pm MDT	Onsite Screen	Not Available	Abnormal	Abdullah, Amir
03/28/2016 3:41pm MDT	Onsite Screen	Not Available	Abnormal	Smith, Marge
03/25/2016 2:37pm MDT	Breath Alcohol	Not Available	Normal	Bond, James
03/25/2016 2:04pm MDT	Breath Alcohol	Not Available	Abnormal	Downer, Debbie
03/23/2016 10:33am MDT	Onsite Screen	Not Available	Abnormal	Man, Iron
03/23/2016 10:33am MDT	Onsite Screen	Not Available	Abnormal	Man, Iron
03/23/2016 10:33am MDT	Onsite Screen	Not Available	Abnormal	Man, Iron
03/15/2016 2:26am MDT	VL0017914	AG315021A	Issue / Abnormal	Smith, Marge
02/19/2016 3:37pm MST	Onsite Screen	Not Available	Abnormal	Hulk, The
02/16/2016 8:12am MST	VL0017449	AG2161141	Issue / Abnormal	Abdullah, Amir
02/10/2016 9:30am MST	Onsite Screen	Not Available	Abnormal	Hugh, Jorgan
02/02/2016 1:35pm MST	Onsite Screen	Not Available	Abnormal	Downer, Debbie
01/22/2016 10:09am MST	Onsite Screen	Not Available	Abnormal	Downer, Debbie

*Sample Test History Report for an Individual Client*

Case Info   Test Results   Testing Schedule   IVR Call Log   Case History						
<b>Test Results</b> Download						
Download Options Filter: All Results Format: Microsoft Excel (.xls) <input type="checkbox"/> Limit By Date <input checked="" type="checkbox"/> Include Case name Run Report						
Test Date	Lab Received	Result Released	Accession #	COC #	Result	Abnormal Reason(s)
01/11/2016	01/11/2016	01/11/2016	VL0016838	AG1110C1D	Issue / Abnormal - Forgiven	Violation Attempt
11/10/2015	11/10/2015	11/10/2015	VL0015918	AFB100AA8	Issue / Abnormal - Not Forgiven	Violation Attempt
05/11/2015	05/11/2015	05/11/2015	VL0013580	AFS110660	Issue / Abnormal - Not Forgiven	Violation Attempt
04/08/2015	04/08/2015	04/08/2015	VL0013260	AF408037B	Issue / Abnormal - Not Forgiven	Violation Attempt

## Sentry Collection-Focused Features

### Testing Today Report

For information on participants that are scheduled to test on a specific day, the Parish would use the Testing Today report. A screen shot of this report is provided below.

### Testing Today Report

Offices Info	Sub-Offices	Workers	Reporting	Office Setup	Norchem Client Admin
--------------	-------------	---------	-----------	--------------	----------------------

**Select Report:** Testing Today Select

Format: In Browser ▼ Cases to Include: Cases in This Office ▼

Fields to Display:

- ☒ Name
- ☒ IVR Code
- ☒ Tests Scheduled

#### Display Report

##### Collect All

Case	Code	Office	Tests Scheduled
<a href="#">123, abc</a>	<a href="#">869236</a>	<a href="#">Scott's Demo Office-Flagstaff</a>	2050
<a href="#">Baggins, Bilbo</a>	<a href="#">162442</a>	<a href="#">Scott's Demo Office-Flagstaff</a>	280
<a href="#">cabre, joe</a>	<a href="#">236080</a>	<a href="#">Scott's Demo Office-Flagstaff</a>	2050
<a href="#">doe, jane</a>	<a href="#">542441</a>	<a href="#">Scott's Demo Office-Flagstaff</a>	2050

### Daily Collections Report

For information on which participants showed up for their test, the Parish could use the Daily Collections Report. Case workers can review collections for a specified date range or for a single day. There is a place for comments in the Collection Notes screen, where collectors can make a note in situations where a sample could not be provided.

### Daily Collections Report

Offices Info	Sub-Offices	Workers	Reporting	Office Setup	Norchem Client Admin
--------------	-------------	---------	-----------	--------------	----------------------

**Select Report:** Daily Collections Select

Date Range: Start: 2019-05-01 ▼ End: 2019-05-01 ▼ Format: In Browser ▼ Cases to Include: Cases in This Office ▼

**Display Report**

Created	Name	Sex	Case #	Tests	COC #
2019-05-01 09:47:38 MST	Betsy, Bitter	F	4567456	2050	<a href="#">AK501142C</a>

Please see the screen shot below for an example of collection notes that can be shared between the Parish case workers and collection site staff.

### Sentry Collection Notes Section Screen Shot

Case Info	Test Results	Testing Schedule	IVR Log	Collections	Case History
<b>Collecting For: Client, New</b>					
<b>PLEASE CONFIRM IDENTITY</b>					
Name:	New Client				
Date of Birth:	01/18/1990 Age: 28				
Sex:	M				
Race:	N/A				
Case #:	5465761				
Notes:	This client is approved to have their care coordinator in the bathroom to assist them in the urinalysis collection.				

IDENTITY  
CONFIRMED

IDENTITY  
INVALID

### Expanded Reporting

In addition to the test result reporting capabilities, Sentry provides organizational level reporting in multiple formats to include:

- Random selection reports:
  - Who is testing;
  - How many males;
  - How many females;
- Missed test reports (see sample below);
- Missed call reports (see sample below);
- Full history of laboratory testing;
- Highlighted abnormal and issue test results; and
- Download complete results in multiple formats: CSV, PDF, XLS.

### Sample Missed Test Report

Missed Test Report				
Report Generated:		2016-05-30 18:04:13 MST		
Report Run By:		David Shutan		
Start Date:		2016-05-01		
End Date:		2016-05-29		
Page:		1 of 3		
Date	Case ID	IVR Code	Name	Assigned To
05/02/2016	CC365BAA90	831743	Abdullah, Amir	User, Training
05/02/2016	92540145A5	667667	Fitzpatrick, Mary	Johnson, Karen
05/02/2016	12332	745711	jones, george	User, Training
05/02/2016	B1333B5158	662282	Martinez, Jose	Johnson, Karen
05/02/2016	123456	123456	smith, joe	User, Training
05/02/2016	631085	846533	Voss, Johnny	Johnson, Karen
05/02/2016	123456	787372	Voss, Johnny	Johnson, Karen
05/02/2016		133177	Winkler, Mary	User, Training
05/03/2016	CC365BAA90	654741	Abdullah, Amir	Johnson, Karen
05/03/2016	7BA0BA3C21	758337	Matthews, Richard	Johnson, Karen

### Sample Missed IVR Call Report

Missed IVR Call Report				
Report Generated:		2016-05-30 18:00:57 MST		
Report Run By:		David Shutan		
Report Date:		2016-05-01		
Page:		1 of 6		
Date	Case ID	IVR Code	Name	Assigned To
05/01/2016	567889	567889	Ochoa, Christina M	User, Training
05/01/2016	101010	101010	Flinstone, Fred	User, Training
05/01/2016	12345	575625	Wash, Anthony	User, Training
05/01/2016	12332	745711	jones, george	User, Training
05/01/2016	123456	317652	Rogers, Joe	User, Training
05/01/2016	123456	123456	smith, joe	User, Training
05/02/2016	123456	317652	Rogers, Joe	User, Training
05/02/2016	902829AB0C	261227	Smith, Marge	User, Training
05/02/2016	222222222	324782	Shomo, JOE	User, Training
05/02/2016		133177	Winkler, Mary	User, Training
05/02/2016	123456	123456	smith, joe	User, Training

Cordant and Sentry provide robust reporting capabilities from the Administration level, to the Agency user level, to the Donor level.

- Administrative level:
  - Statistical, correlation, and trend reports for decision making for program evaluation and budgetary decisions;
- Agency user level:
  - Caseload reports on entire caseloads or group reporting at the group level;
- Donor level:
  - Detailed donor reports for monitoring sobriety and compliance and court/hearing appearances;
  - Complete donor drug testing and reporting history which includes compliance scores in one easy report;
  - Audit logs showing all activity on the donor's case;
  - Urinalysis, saliva, and hair test reports; and
  - Donor accountability reports.

Cordant can provide a Statistical Report that gives an overview of the samples being tested, how many are screening positive, confirming, and dilute. This report also provides a breakdown of what substances are testing positive. We can also provide a yearly snapshot report that includes the same information. This report provides an overview of what panels are being ordered,



how many are being ordered, and the cumulative costs for each. The report also shows collection errors or faults. Issues that could slow down the process are shown as errors, for example, a chain of custody form is received wet. Issues that could result in a sample being thrown out of court are flagged as faults, for example, no donor signature on the form. A sample monthly statistical report is pictured below.

*Sample Statistical Report*

Period Date Range: 2015-02-01 - 2015-02-28											
Item	Period	Description									
Total Specimens Tested	65,184	Number of specimens sent to the lab for tests.									
Positive Screened Specimens	12,427	Of specimens sent, number that had any positive screened tests reported.									
% Positive Screened Specimens	19	Of specimens sent, percentage that had any positive screened tests reported.									
Positive Confirmed Specimens	388	Of specimens sent, number that had any positive confirmed tests reported.									
% Positive Confirmed Specimens	1	Of specimens sent, percentage that had any positive confirmed tests reported.									
Diluted Specimens	5,421	Of specimens sent, number that had creat below 20.									
% Diluted Specimens	8	Of specimens sent, percentage that had creat below 20.									
Total Donors	24,890	Number of unique donors that provided specimen.									
Positive Donors	6,889	Of unique donors, number that had a positive test reported.									
% Positive Donors	28	Of unique donors, percentage that had a positive test reported.									
# of Collection Issues	4,372	Number of Specimens with collection issues.									
Collection Issue Rate	7	Of specimens sent, percentage that had a collection issue reported.									

Drug	Month to Date Summary			Confirmed	Confirmed	Confirmed	Donors	Positive	% Positive
	Screened Tests	Screened Positive	Screened % Positive						
Barbiturates	46,558	54	0	1	1	100	18,087	54	0
Bath Salts	26	0	0	0	0	0	16	0	0
Benzodiazepine	63,947	1,292	2	10	6	60	24,193	1,289	5
Buprenorphine	73	13	18	3	2	67	34	12	35
Carisoprodol	14	0	0	0	0	0	10	0	0
Cocaine	64,746	702	1	24	21	88	24,531	699	3
Ectasy	49	2	4	0	0	0	19	2	11
EtG/EtS	57,588	2,556	4	211	163	77	21,497	2,508	12
Ethanol	2,397	18	1	0	0	0	1,031	18	2
Fentanyl	16	1	6	0	0	0	12	1	8
Glucose	18	17	94	0	0	0	17	17	100
Ketamine	12	0	0	0	0	0	1	0	0
Meperidine	14	0	0	0	0	0	10	0	0
Meth/Amphetamine	64,722	1,959	3	98	82	84	24,513	1,943	8
Methadone	17,421	159	1	1	0	0	6,147	158	3
Opiates/Oxycodone	64,025	2,736	4	104	94	90	24,228	2,726	11
Phencyclidine (PCP)	17,402	10	0	0	0	0	6,128	10	0
Propoxyphene	46,467	2	0	1	1	100	18,037	2	0
Spice/K2	156	9	6	9	7	78	98	7	7
THC	64,765	5,650	9	66	65	99	24,541	5,649	23
Tramadol	23	0	0	0	0	0	14	0	0
Multiple Positives									
Barbiturates Benzodiazepine		5							
Barbiturates Benzodiazepine EtG/EtS		1							
Barbiturates EtG/EtS		2							
Barbiturates Meth/Amphetamine		1							
Barbiturates Meth/Amphetamine Opiates/Oxycodone		2							
Barbiturates Opiates/Oxycodone		7							
Benzodiazepine Cocaine		3							
Benzodiazepine Cocaine EtG/EtS		2							

## Client Testimonials

Our superior service capabilities have enabled us to exceed the expectations of many large criminal justice clients. Below are a few direct quotes from our clients on the impact that Cordant's services have had on their program and outcomes:

### *Sentry Client Testimonials*

"Sentry transformed our case management process. It is a very important case management tool. With Sentry, we have control over the entire drug testing process."

*Case Manager  
from a County  
Community  
Justice Services  
Agency*

"Use of Sentry has enabled us to change the way we do business. We can now put a higher level of expectation on our probation officers and our supervision standards have risen."

*Chief Probation  
Officer from a  
County Probation  
Department*

"Sentry's call log feature changes the conversation. Especially when a client calls in but then chooses to not show up for their test. That is a different conversation that we were not able to have prior to Sentry."

*Chief Probation  
Officer from a  
State Judicial  
District*

"Because Sentry allows our probation officers to respond very quickly, participants learn very quickly that they are not going to be able to get away with a missed test or positive test result. Sentry changed the responsibility level of the participant."

*Probation Officer  
from a County  
Probation  
Department*

## Appendix B – Drug Reference Chart

Drug Class and Drug	Common Prescription Brand and Name	Drug(s) Detected	Testing Modalities Available			
			Urine	Oral Fluid	Hair	Blood
Alcohol and Alcohol Biomarkers						
Ethanol	N/A	Ethanol	x	x		screen only
Ethyl Glucuronide	N/A	Ethyl Glucuronide	x			
Ethyl Sulfate	N/A	Ethyl Sulfate	x	x		
Amphetamines/Stimulants						
Amphetamine/ Dextroamphetamine	Adderall, Benzedrine, Dexedrine, Dextrostat	Amphetamine	x	x	x	x
Methamphetamine	Desoxyn, Vick's Inhaler, Metabolite of Didrex	Methamphetamine, Amphetamine (metabolite)	x	x	x	x
Methamphetamine Stereoisomers	N/A	D-Methamphetamine, L-Methamphetamine	x	x		
Methylphenidate	Concerta, Focalin, Metadate, Methylin, Ritalin, Daytrana	Ritalinic Acid (metabolite), Methylphenidate	x	x		
Phentermine	Adipex-P, Lomaira	Phentermine	x			
Diphenhydramine	Benadryl	Diphenhydramine	x			
Antianxiety/Benzodiazepines						
Alprazolam	Xanax	Alpha-Hydroxyalprazolam, Alprazolam	x	x	x	x
Chlordiazepoxide	Librium	Nordiazepam, Oxazepam	x	x	x	x
Clonazepam	Klonopin	7-Aminoclonazepam, Clonazepam	x	x	x	x
Clorazepate	Tranxene	Nordiazepam, Oxazepam	x	x	x	x
Diazepam	Valium	Nordiazepam, Temazepam, Oxazepam, Diazepam	x	x	x	x
Flurazepam	Dalmane, Dalmadorm	2-Hyrdoxyethylflurazepam	x			
Lorazepam	Ativan	Lorazepam	x	x	x	x
Midazolam	Versed	Alpha-Hydroxymidazolam	x			
Oxazepam	Serax	Oxazepam	x	x	x	x
Temazepam	Restoril	Temazepam, Oxazepam	x	x	x	x
Triazolam	Halcion	Alpha-Hydroxytriazolam	x			
Anticonvulsants/Antiepileptics						
Carbamazepine	Tegretol	Carbamazepine 10-Epoide	x	x		
Ethosuximide	Zarontin	Ethosuximide	x	x		
Felbamate	Felbatol	Felbamate	x	x		
Gabapentin	Galise, Neurontin	Gabapentin	x	x		x
Lacosamide	Vimpat	Lacosamide	x	x		

DRUG CLASS AND DRUG	COMMON PRESCRIPTION BRAND AND NAME	DRUG(S) DETECTED	TESTING MODALITIES AVAILABLE			
			Urine	Oral Fluid	Hair	Blood
Lamotrigine	Lamictal	Lamotrigine	x	x		
Levetiracetam	Keppra	Levetiracetam	x	x		
Oxcarbazepine	Trileptal	Oxcarbazepine	x	x		
Phenytoin	Dilantin	p-HPPH	x	x		
Pregabalin	Lyrica	Pregabalin	x	x		x
Primidone	Lepsiral, Mysoline	Primidone, Phenobarbital	x	x		
Rufinamide	Banzel	Rufinamide	x	x		
Tiagabine	Gabitril	Tiagabine	x	x		
Topiramate	Topamax	Topiramate	x	x		
Valproic Acid	Depakote	Valproic Acid	x			
Vigabatrin	Sabril	Vigabatrin	x			
Zonisamide	Zonegran	Zonisamide	x	x		
<b>Antidepressants: TCAs</b>						
Amitriptyline	Elavil	Amitriptyline	x	x		x
Clomipramine	Anafranil	Clomipramine	x			
Desipramine	Norpramin	Desipramine	x	x		x
Doxepin	Adapin, Sinequan, Zonalon	N-Desmethyldoxepin, Doxepin	x			
Imipramine	Tofranil	Imipramine	x	x		x
Mirtazapine	Remeron, Remeron SolTab	NDM-Mirtazapine, Mirtazapine	x			
Nortriptyline	Aventyl, Pamelor	Nortriptyline	x	x		x
Trimipramine	Surmontil	Trimipramine	x			
<b>Antidepressants: Non-TCAs</b>						
Bupropion	Wellbutrin, Zyban, Forfivo	Hydroxybupropion, Bupropion	x			
Citalopram/Escitalopram	Celexa, Lexapro	N-Desmethylcitalopram, Citalopram	x	x		
Desvenlafaxine	Pristiq	O-Desmethylvenlafaxine	x			
Duloxetine	Cymbalta	Duloxetine	x			
Fluoxetine	Prozac	Norfluoxetine, Fluoxetine	x	x		
Paroxetine	Paxil	Paroxetine	x	x		
Sertraline	Zoloft	Sertraline	x	x		
Trazodone	Desyrel	1,3-chlorophenylpiperazine, Trazodone	x			
Venlafaxine	Effexor	O-Desmethylvenlafaxine, Venlafaxine	x	x		
<b>Antipsychotics</b>						
Aripiprazole	Abilify	Dehydroaripiprazole, Aripiprazole	x	x		
Brexipiprazole	Rexulti	Brexipiprazole		x		
Chlorpromazine	Thorazine	Chlorpromazine Sulfoxide, Chlorpromazine	x	x		
Clozapine	Clozaril	N-Desmethylclozapine, Clozapine	x	x		

DRUG CLASS AND DRUG	COMMON PRESCRIPTION BRAND AND NAME	DRUG(S) DETECTED	TESTING MODALITIES AVAILABLE			
			Urine	Oral Fluid	Hair	Blood
Fluphenazine	Prolixin	Fluphenazine Sulfoxide, Fluphenazine	x	x		
Haloperidol	Haldol	Haloperidol	x	x		
Lurasidone	Latuda	5B/6B Hydroxy Lurasidone, Lurasidone	x	x		
Olanzapine	Zyprexa	N-desmethylolanzapine, Olanzapine	x	x		
Paliperidone	Invega	9-Hydroxyrisperidone	x	x		
Perphenazine	Trilafon	Perphenazine Sulfoxide, Perphenazine	x	x		
Quetiapine	Seroquel	7-Hydroxyquetiapine, Norquetiapine, Quetiapine	x	x		
Risperidone	Risperdal	9-Hydroxyrisperidone, Risperidone	x	x		
Ziprasidone	Geodon	S-Methyldihydroziprasidone, Ziprasidone	x	x		
<b>Barbiturates</b>						
Butalbital	Fioricet, Margesic	Butalbital	x	x	x	x
Phenobarbital	Luminal	Phenobarbital	x	x	x	x
Secobarbital	Seconal Sodium	Secobarbital	x	x	x	x
<b>Opiates and Opioids</b>						
Acetylfentanyl	N/A	Acetylfentanyl, Noracetylfentanyl	x			
Buprenorphine	Butrans, Suboxone	Buprenorphine, Norbuprenorphine	x	x	x	x
Codeine	Tylenol with codeine	Codeine, Morphine	x	x	x	x
Dextromethorphan	Robitussin, Dimetapp, Mucinex DM	Dextromethorphan, Dextrorphan	x	x		x
Fentanyl	Duragesic	Fentanyl, Norfentanyl	x	x	x	x
Hydrocodone	Norco, Vicodin, Lorcet, Lortab	Hydrocodone, Norhydrocodone, Hydromorphone	x	x	x	x
Hydromorphone	Exalgo ER, Diluaded	Hydromorphone	x	x	x	x
Levorphanol	Levo Dromoran	Dextrorphan/Levorphanol	x	x		x
Meperidine	Demerol	Meperidine, Normeperidine	x	x	x	x
Methadone	Dolophine	Methadone, EDDP	x	x	x	x
Morphine	Kadian, Embeda, MS Contin	Morphine	x	x	x	x
Naloxone	Narcan, Evzio	Naloxone	x	x		x
Naltrexone	Revia, Vivitrol	6-Beta Naltrexol, Naltrexone	x			
Oxycodone	OxyContin, Oxycet, Percocet	Oxycodone, Oxymorphone, Noroxycodone	x	x	x	x

DRUG CLASS AND DRUG	COMMON PRESCRIPTION BRAND AND NAME	DRUG(S) DETECTED	TESTING MODALITIES AVAILABLE			
			Urine	Oral Fluid	Hair	Blood
Oxymorphone	Opana	Oxymorphone	x	x	x	x
Pentazocine	Talwin	Pentazocine	x			
Propoxyphene	Darvon, Darvocet	Propoxyphene	x	x	x	x
Tapentadol	Nucynta	Tapentadol	x	x		x
Tramadol	Ultracet, Ultram	Tramadol	x	x	x	x
<b>Pregnancy</b>						
Human Growth Hormone	N/A	N/A	x			
<b>Skeletal Muscle Relaxants</b>						
Carisoprodol	Soma	Carisoprodol, Meprobamate	x	x		x
Cyclobenzaprine	Amrix, Flexeril	Cyclobenzaprine	x	x		x
<b>General Anesthetics</b>						
Ketamine	Ketalar	Norketamine, Ketamine	x	x		x
<b>Illicits</b>						
Cocaine	N/A	Benzoyllecgonine, Cocaine	x	x	x	x
Ecstasy	N/A	MDMA, MDA	x	x	x	x
Heroin	N/A	6-Acetylmorphine	x	x	x	x
Marijuana	N/A	Delta-9-THC-COOH, THC	x	x	x	x
Phencyclidine (PCP)	N/A	Phencyclidine	x	x	x	x
<b>Sedative Hypnotics</b>						
Zolpidem	Ambien	Zolpidem	x	x		x
Zopiclone/Eszopiclone	Lunesta, Imovane	Zopiclone	x	x		
<b>Alkaloids</b>						
Kratom	N/A	7-Hydroxymitragynine, Mitragynine	x			
<b>Synthetic Stimulants &amp; Cathinones (Bath Salts)</b>						
MDPV	N/A	MDPV	x	x		
Mephedrone	N/A	Mephedrone	x	x		
Methcathinone	N/A	Methcathinone	x			
DMAA	N/A	DMAA	x			
Alpha PVP	N/A	Alpha PVP	x	x		
Alpha PBP	N/A	Alpha PBP	x			
Butylone	N/A	Butylone	x	x		
Flephedrone	N/A	Flephedrone	x			
Methedrone	N/A	Methedrone	x	x		
Methylone	N/A	Methylone	x			
Naphyrone	N/A	Naphyrone	x	x		
Ethylone	N/A	Ethylone	x	x		
Modafinil	Provigil	Modafinil	x			
<b>Nicotine</b>						
Nicotine	N/A	Cotinine	x	x		
<b>Synthetic Cannabinoids (Spice/K2)</b>						
5-F-AB-PINACA N-4-OH Pentyl	N/A	5-F-AB-PINACA N-4-OH Pentyl	x			

DRUG CLASS AND DRUG	COMMON PRESCRIPTION BRAND AND NAME	DRUG(S) DETECTED	TESTING MODALITIES AVAILABLE			
			Urine	Oral Fluid	Hair	Blood
5-Fluoro-PB-22-Carboxyindole	N/A	5-Fluoro-PB-22-Carboxyindole	x			
AB-FUBINACA M2	N/A	AB-FUBINACA M2	x			
AB-PINACA Pentanoic Acid	N/A	AB-PINACA Pentanoic Acid	x			
ADBICA N-Pentanoic Acid	N/A	ADBICA N-Pentanoic Acid	x			
ADBICA N5HP	N/A	ADBICA N5HP	x			
ADB-PINACA Pentanoic Acid	N/A	ADB-PINACA Pentanoic Acid	x			
AKB-48 N-Pentanoic Acid	N/A	AKB-48 N-Pentanoic Acid	x			
AM-2201 N-(4-hydroxypentyl)	N/A	AM-2201 N-(4-hydroxypentyl)	x			
AM-694 N-Pentanoic Acid	N/A	AM-694 N-Pentanoic Acid	x			
BB-22 3-Carboxyindole	N/A	BB-22 3-Carboxyindole	x			
JWH-007	N/A	JWH-007				
JWH-018 N-(5-hydroxypentyl)	N/A	JWH-018 N-(5-hydroxypentyl)	x			
JWH-018 N-pentanoic acid	N/A	JWH-018 N-pentanoic acid	x			
JWH-019 6-Hydroxyhexyl	N/A	JWH-019 6-Hydroxyhexyl	x			
JWH-072	N/A	JWH-072	x			
JWH-073 N-(4-hydroxybutyl)	N/A	JWH-073 N-(4-hydroxybutyl)	x			
JWH-073 N-butanoic acid	N/A	JWH-073 N-butanoic acid	x			
JWH-073 N-Propanoic Acid	N/A	JWH-073 N-Propanoic Acid	x			
JWH-081 5-Hydroxypentyl	N/A	JWH-081 5-Hydroxypentyl	x			
JWH-122 5-Hydroxypentyl	N/A	JWH-122 5-Hydroxypentyl	x			
JWH-200 5-Hydroxyindole	N/A	JWH-200 5-Hydroxyindole	x			
JWH-203 N-Pentanoic Acid	N/A	JWH-203 N-Pentanoic Acid	x			
JWH-210 5-Hydroxypentyl	N/A	JWH-210 5-Hydroxypentyl	x			
JWH-250 5-Hydroxypentyl	N/A	JWH-250 5-Hydroxypentyl	x			
JWH-398 N-Pentanoic Acid	N/A	JWH-398 N-Pentanoic Acid	x			



DRUG CLASS AND DRUG	COMMON PRESCRIPTION BRAND AND NAME	DRUG(S) DETECTED	TESTING MODALITIES AVAILABLE			
			Urine	Oral Fluid	Hair	Blood
MAM2201 Pentanoic acid	N/A	MAM2201 Pentanoic acid	x			
PB-22 3-Carboxyindole	N/A	PB-22 3-Carboxyindole	x			
RCS-4 M10	N/A	RCS-4 M10	x			
RCS-4 N-5-Hydroxypentyl	N/A	RCS-4 N-5-Hydroxypentyl	x			
UR-144 Pentanoic acid	N/A	UR-144 Pentanoic acid	x			
UR-144 Pyrolysis	N/A	UR-144 Pyrolysis	x			
XLR-11 4-Hydroxypentyl	N/A	XLR-11 4-Hydroxypentyl	x			
XLR-11 6-Hydroxyindole	N/A	XLR-11 6-Hydroxyindole	x			
AB CHMINACA	N/A	AB CHMINACA	x			
MAB CHIMNACA	N/A	MAB CHIMNACA	x			
<b>Validity Testing</b>						
pH	N/A	N/A	x			
Creatinine	N/A	N/A	x			
Specific Gravity	N/A	N/A	x			
Oxidants	N/A	N/A	x			
Uric Acid	N/A	N/A	x			

# Appendix C – Flagstaff Test Compendium

## Flagstaff Lab Urine Testing Menu

Description	Screen Cut Off	Method of Analysis	Confirmation Cut Off	Method of Analysis
Amphetamines/Methamphetamine	500/1000 ng/mL	EMIT	250/500 ng/mL	LC-MS/MS
Methamphetamine (D/L)	n/a	n/a	20%	Send out GC/MS
MDMA	500 ng/mL	EIA	250 ng/mL	LC-MS/MS
Barbiturates	200/300 ng/mL	EMIT	200/300 ng/mL	LC-MS/MS
Opiates	300/2000 ng/mL	EMIT	300/2000 ng/mL	LC-MS/MS
Oxycodone	100/300 ng/mL	EIA	100/300 ng/mL	LC-MS/MS
Heroin metabolite (6-AM)	10 ng/mL	EMIT	10 ng/mL	LC-MS/MS
Cannabinoids	20/50 ng/mL	EMIT	5/15 ng/mL	LC-MS/MS
Cocaine	150/300 ng/mL	EMIT	100/150 ng/mL	LC-MS/MS
Benzodiazepines	200/300 ng/mL	EMIT	100 ng/mL	LC-MS/MS
Methadone	150/300 ng/mL	EMIT	150/300 ng/mL	LC-MS/MS
Propoxyphene	300 ng/mL	EMIT	300 ng/mL	Send out LC-MS/MS
Phencyclidine	25 ng/mL	EMIT	25 ng/mL	LC-MS/MS
LSD	0.5 ng/mL	ELISA	0.1 ng/mL	Send out LC-MS/MS
Methaqualone	300 ng/mL	EIA	300 ng/mL	Send out LC-MS/MS
Gabapentin	1000 ng/mL	EIA	500 ng/mL	LC-MS/MS
TCA-Tricyclic Antidepressants	300 ng/mL	EMIT	25 ng/mL	Send out LC-MS/MS
Ketamine	100 ng/mL	EIA	100 ng/mL	Send out LC-MS/MS
Meperidine	200 ng/mL	EIA	100 ng/mL	Send out LC-MS/MS
Tramadol	200 ng/mL	EIA	100 ng/mL	LC-MS/MS
Buprenorphine	5 ng/mL	EIA	5 ng/mL	LC-MS/MS
Zolpidem	20 ng/mL	EIA	10 ng/mL	LC-MS/MS
Fentanyl	2 ng/mL	EIA	1 ng/mL	LC-MS/MS
Carisoprodol	100 ng/mL	EIA	100 ng/mL	LC-MS/MS
Ethyl Glucuronide	500 ng/mL	EIA	500 ng/mL	LC-MS/MS
Cotinine	500 ng/mL	ELISA	2.5ng/mL	Send out LC-MS/MS
Ethanol	0.02%	EA	0.02%	GCFID
Naloxone	25 ng/mL	LCMSMS	25 ng/mL	Send out LC-MS/MS
Naltrexone	25 ng/mL	LCMSMS	25 ng/mL	Send out LC-MS/MS
pH	Normal/abnormal	pH Meter	n/a	n/a
General Oxidants	50 ug/mL	EA	n/a	n/a
Creatinine	20.0 mg/dL	EA	n/a	n/a
Glucose	Absent/Present	EA	n/a	n/a
Uric Acid	Normal/abnormal	EA	n/a	n/a
Specific Gravity	Normal/abnormal	EA	n/a	n/a
Dextromethorphan	25 ng/mL	ELISA	2.5ng/mL	Send out LC-MS/MS
Spice - JWH018 M	Present/Not Present	LC-MS/MS	Presence confirmed	LC-MS/MS
Spice - JWH072 M	Present/Not Present	LC-MS/MS	Presence confirmed	LC-MS/MS
Spice - JWH073 M	Present/Not Present	LC-MS/MS	Presence confirmed	LC-MS/MS
Spice - 5-F ADB M	Present/Not Present	LC-MS/MS	Presence confirmed	LC-MS/MS
Spice - AKB48 M	Present/Not Present	LC-MS/MS	Presence confirmed	LC-MS/MS
Spice - AM2201 M	Present/Not Present	LC-MS/MS	Presence confirmed	LC-MS/MS
Spice - MAM2201 M	Present/Not Present	LC-MS/MS	Presence confirmed	LC-MS/MS

Spice - UR144 M	Present/Not Present	LC-MS/MS	Presence confirmed	LC-MS/MS
Spice - UR144 PYRO M	Present/Not Present	LC-MS/MS	Presence confirmed	LC-MS/MS
Spice - 5F-PB-22 M	Present/Not Present	LC-MS/MS	Presence confirmed	LC-MS/MS

#### Flagstaff Lab Oral Fluid Testing Menu

Description	Screen Cut Off	Method of	Confirmation Cut	Method of Analysis
Amphetamine/Methamphetamine	50 ng/mL	EIA	10 ng/mL	LC-MS/MS
Methamphetamine (D/L)	n/a	n/a	20%	Send out LC-MS/MS
MDA/MDMA/MDEA	50 ng/mL	EIA	10 ng/mL	LC-MS/MS
Ecstasy	50 ng/mL	EIA	n/a	n/a
Barbiturates	50 ng/mL	EIA	20 ng/mL	Send out LC-MS/MS
Buprenorphine	5 ng/mL	EIA	2.5 ng/mL	LC-MS/MS
Opiates	40 ng/mL	EIA	10 ng/mL	LC-MS/MS
Cannabinoids	4 ng/mL	EIA	1.0 ng/mL	LC-MS/MS
Cocaine	20 ng/mL	EIA	4 ng/mL	LC-MS/MS
Benzodiazepines	20 ng/mL	EIA	1 ng/mL	LC-MS/MS
Methadone	50 ng/mL	EIA	10 ng/mL	LC-MS/MS
Oxycodone	40 ng/mL	EIA	10 ng/mL	LC-MS/MS
Propoxyphene	40 ng/mL	EIA	4 ng/mL	Send out LC-MS/MS
Phencyclidine	10 ng/mL	EIA	4 ng/mL	LC-MS/MS
Ethanol	0.02%	EA	0.02%	GCFID
Cotinine	n/a	n/a	2.5 ng/mL	Send out LC-MS/MS
Fentanyl	1 ng/mL	EIA	0.5 ng/mL	LC-MS/MS
Tramadol	20 ng/mL	EIA	2.5 ng/mL	Send out LC-MS/MS
ETS Only	N/A	N/A	2.5 ng/mL	Send out LC-MS/MS