



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

Office of Early Care
and Education

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London Breed
Mayor

Trent Rhorer
Executive Director

MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: JOAN MILLER, DEPUTY DIRECTOR
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

DATE: JUNE 17, 2022

SUBJECT: NEW CONTRACT: **ACCURATE C&S SERVICES, INC (ACCURATE) (FOR PROFIT)** TO PROVIDE SUBSTANCE ABUSE TESTING SERVICES FOR FAMILIES INVOLVED WITH CHILD WELFARE

CONTRACT TERM: 7/1/22 to 6/30/26

CONTRACT AMOUNT:	<u>New</u>	<u>Contingency</u>	<u>Total</u>		
	\$752,000	\$75,200	\$827,200		
ANNUAL AMOUNT:	\$188,000				
<u>Funding Source</u>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$541,440	\$15,040	\$195,520	\$75,200	\$827,200
PERCENTAGE:	72%	2%	26%		100%

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The Department of Benefits and Family Support (BFS) requests authorization to enter into a new contract with Accurate C&S Services, Inc. for the period July 1, 2022 through June 30, 2026, in the amount of \$752,000 plus a 10% contingency for a total contract amount not to exceed \$827,200. The purpose of the contract is to provide substance abuse testing for families involved with child welfare services.

Background

Accurate has been providing drug and alcohol testing since 2006 to local, state and federal agencies. Among their public clients are the San Francisco Police Department and SF Municipal Transportation Agency. Accurate is a current certified Supplier in good standing with the City and County of San Francisco, and was awarded this same service from 2014 to 2017 for our Department.

Services to be Provided

The purpose of the contract is to monitor alcohol and drug usage through randomized testing for parents of families involved with child welfare services. Contractor will provide direct observation drug testing for clients on a range of substances, including THC, Opiates, Cocaine, Amphetamines, Methamphetamines, Phencyclidines, Benzodiazepams, and alcohol, Fentanyl, MDMA (Ecstasy/Molly), Tramadol, Buprenorphine, Oxycodone, Methadone, Barbiturates and other requested substances when needed. Test results will be made available online to the assigned worker as soon as they are received. Contractor will maintain records of all appointments (including those missed). This information will be immediately available to the individual protective services workers.

The vendor has a site in San Francisco at 992 Howard Street, close to public transportation. For specific information related to the services to be provided, please refer to Appendix A (attached)

Selection

Contractor was selected through Request for Proposals #967, which was competitively bid in February 2022.

Funding

Funding for this contract is provided through a combination of County General Fund, State and Federal funding.

ATTACHMENTS

Appendix A – Services to be Provided

Appendix B – Calculation of Charges

Appendix A: Services to be Provided
Accurate C&S Services, Inc.
Substance Abuse Testing
July 1, 2022 to June 30, 2026

I. Purpose of Contract

To monitor alcohol and drug usage through randomized testing for parents of families involved with Child Welfare Services within San Francisco County, with the ultimate goal of family reunification as a result of services.

II. Definitions

CARBON	Contract Administration, Reporting and Billing Online database.
Contractor	Accurate
FCS	Family and Children's Services, Division of HSA
PSW	Protective Services Worker
HSA	Human Services Agency of the City and County of San Francisco
UA	Urinalysis

III. Target Population

The target population is parents of families involved with Child Welfare Services residing in San Francisco County.

IV. Description of Services

Contractor shall provide substance abuse testing services during the term of this Agreement to help parents achieve reunification with their children. The process for referral for testing, the actual testing and reporting of results is as follows:

- A. Referrals for drug testing services are initiated by the PSW by email, utilizing the designated county form. A completed referral is necessary prior to or immediately following urgent requests for services. A completed referral is comprised of the following information: client's full name, child's name, start date, end dates, phone, and e-mail. Referrals for substance abuse testing are based upon the requirements on the case plan of an open Child Welfare case. The duration of the drug testing shall not exceed 90 days. If the PSW wants to extend period for drug testing for more than 90 days, a new referral form must be submitted.

- B. On the referral form, the PSW will designate a day for the client's first testing and direct the client to visit the testing center on that day. Contractor will ensure that clients are designated for testing about 1-2 times a week/4-6 times a month on a randomized basis. After the first day of testing, the client will call or text in daily to find out the next testing day. Contractor will maintain a record of all appointments (including missed appointments) and test results via a fillable form and emailed. These records shall be made available to the PSW, Program Analyst and Program Manager upon request. No testing shall be administered once the designated time period of testing is over. Unapproved testing over the designated time limit will not be paid.
- C. Contractor will complete an intake packet with the client on their first appointment. Contractor will provide instructions to clients on how to obtain information regarding the testing process and their responsibility for calling a recorded voicemail daily.
- D. The testing schedule shall be provided to the clients via a voicemail system.
- E. Contractor will place the individual into a random alcohol and drug testing through observed urine samples. The individual providing a urine sample will be observed only by trained employees of the same gender. Drug tests performed on the sample will include: THC, Opiates, Cocaine, Amphetamines, Methamphetamines, Phencyclidines, Benzodiazepams, and alcohol, Fentanyl, MDMA (Ecstasy/Molly), 6AM Heroin, Tramadol, Buprenorphine, Oxycodone, Methadone, and Barbiturates. PSW may also request for ETG testing for alcohol and hair follicle testing. Fentanyl must be included in all requested testing. Contractor may offer testing of other substances on an as needed basis. If a client needs testing for a substance not listed above, the PSW will note that under "other substances" on the referral form. Contractor will respond to the PSW and the Program Manager within 48 hours with information about whether testing can be done for that substance and a cost estimate. If the request is possible and not cost prohibitive, the Program Analyst or Program Manager will issue an approval.
- G. Contractor will send the securely packaged and properly labeled urine samples to a certified lab for handling. All samples submitted should have a 48 hour turnaround time, excluding holidays and weekends.
- H. Contractor will e-mail a "notice of result" to the requesting PSW as soon as they are received. Test results shall also be made available online via the Sentry system. The contractor will aggregate and compile data on results and provide to the county.

- I. Contractor will give notification of any missed tests to the PSW within 24 hours of the missed appointment. The Contractor will e-mail individual workers, informing them of the dates their clients did not come in to submit a test as scheduled (no-shows). This information shall also be documented on the secure website. There shall be no charge for the no-shows to the Contractor's facilities. Cc- FCSDrugTesting@sfgov.org
- J. Contractor will provide compliance letters as requested. These letters can include a summary of results. Contractor will only release test results to the designated caseworker or his/her supervisor within HSA.
- L. Contractor will take photos of clients who present for testing without a valid photo ID. Photos MUST match. For client without valid photo ID, contractor will work with PSW to assure identity and confirm identity.
- M. Contractor will provide a web-based tracking and notification process. HSA staff will be provided directions on how to access records via a secure website. PSW will use drug testing results in court reports and other documents as needed to aid in family reunification.
- N. Copies of the test results are not to be provided to clients.
- O. Contractor will provide a new test for the client when there is an inconclusive result or mishandling of collected samples with no additional charges. The new test will be a repeat of the original test and follow the same requirements.
- P. For requests to test outside of San Francisco, the Contractor shall provide instructions for clients to report to a sample collection site located by the Contractor to receive the same service outlined in A-O. The Contractor must inform a PSW within 24 hours of the receipt of the referral for testing outside of the San Francisco location. The contractor will further communicate with a PSW of an approximate timeline and location. Any exceptions must be communicated to and approved by the Program Manager. Both parties will work collaboratively to identify other facilities in other counties that might be utilized. Contractor agrees to provide coordination with other testing sites out of county, as needed. See Appendix B for charges.

All missed tests for the appointments outside of the Contractor's facilities (nationwide) will be an allowable expense and the Contractor shall be compensated for any reasonable cost by HSA, if costs are accrued and not to exceed the contract. At this time, the anticipated cost for each referral outside of the Contractor's facility (nationwide) is \$30 per kit and \$15 for

each missed tests. Any additional expenses or changes in costs must be approved by HSA without exceeding the contract.

The same protocol for missed tests described in “I” will be followed.

V. Location and Time of Services-Needs to be updated

State and nationwide locations and times vary – please refer to contract submission report.

Site in San Francisco is 992 Howard Street, with testing hours Monday through Friday, 8:30 am to 4:30pm and Office Hours Monday through Friday, 8:30 AM to 5pm.

VI. Service Expectations

1. Contractor will ensure that 100% of clients are designated for testing about 0-2 times a week/3-6 times a month on a randomized basis.
2. 100% of all samples submitted will have a 48 hour turnaround time, excluding holidays and weekends.
3. Contractor will give notification of 100% of all missed tests within 24 hours of the missed appointment.

VII. Quality Standards

1. Agency standard that 100% of clients are designated for testing about 1-2 times a week/4-6 times a month on a randomized basis is strictly adhered to. An authorization by supervisors and Program Analyst is required for testing over 6 times a month.
2. Agency standard that 100% of all samples submitted will have a 48 hour turnaround time, excluding holidays and weekends is strictly adhered to.
3. Notification of 100% of all missed tests within 24 hours of the missed appointment can be confirmed.
4. The secure website furnished by the provider is easy to use and the information contained therein is accessible, timely and accurate.
5. The Contractor’s collection and testing processes are consistently reliable, with minimal errors (if any).

VIII. Reporting Requirements

- A. Contractor will upload a **monthly** report of activities, referencing the tasks as described in Section VII Service Objectives in the CARBON database by the 15th of the following month. Report format will be uploaded into CARBON by HSA. No case identifying information shall be uploaded into CARBON. Data to be reported includes:

1. Number of referrals received for each testing type
2. Number of completed tests for each testing type

3. Number of tests results available within 24-48 hours for each testing type
 4. Number of clients testing for each testing type
 5. Number of clients with missed tests for each testing type
 6. Aggregate and compile data on positive and negative results
- B. Contractor will provide a **monthly** referral log sheet to the Program Analyst or Program Manager via email by the 15th of the following month.
- i. The log sheet will document the following information: referral date, client's Name and DOB, referring PSW, the type of testing requested, and duration of testing and any unusual authorizations/information.
 - ii. Monthly report on all testing that took place in a particular month. The report must include: test dates, drug panel and/or drug type, clients' names.
 - iii. Sign in sheet for FCS clients from all sites
- C. Contractor will provide an **annual** report summarizing the accomplishments and challenges encountered by the Contractor. Contractor will enter the annual report in the CARBON database by the 15th of the month following the end of the program year.
- D. Contractor will provide Ad Hoc reports as required by the Department.
- E. Contractor will immediately notify the FCS Program Analyst or Program Manager if there are any problems or concerns related to services, communication, clients, or FCS personnel that cannot be resolved by the Contractor or the Social Worker, and require collaborative management efforts to resolve.
- F. For assistance with reporting requirements or submission of reports, contact:
- Johanna.Gendelman@sfgov.org, Contract Manager
or
Vladlena.Gulchin@sfgov.org, Program Analyst, FCS
or
Juliet.Halverson@sfgov.org, Program Manager, FCS

IX. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of referral log and back-up documentation for reporting progress towards meeting service and outcome objectives.

Appendix B - Calculation of Charges
Accurate C&S Services, Inc.
Substance Abuse Testing
July 1, 2022 to June 30, 2026

- I. The contract term for Substance Abuse Testing under this Agreement will begin effective July 1, 2022 and end June 30, 2026.
- II. The City and County of San Francisco agrees to pay the contractor for the following services on a fee for service basis which are included in the rate per test based on Human Services Agencies referrals:

Service	Rate
16 panel Urinalysis drug test, including testing for at least THC, Opiates, Cocaine, Amphetamines, Methamphetamines, Phencyclidines, Benzodiazepams, and alcohol, Fentanyl, MDMA (Ecstasy/Molly), 6AM Heroin, Tramadol, Buprenorphine, Oxycodone, Methadone, and Barbiturates	\$59.00
16 Panel Urinalysis test that includes ETG testing for alcohol	\$65.00
Hair follicle drug test	\$79.00
Re-test of positive result requested by County staff, unless there was an inconclusive result or mishandling of collected samples	\$59.00
Re-test of positive result requested by County staff for drug screen + ETG, unless there was an inconclusive result or mishandling of collected samples	\$65.00
One time coordination fee per referral for out of county client	\$89.00
16 panel Urine collection outside of the San Francisco Bay Area –flat inclusive rate	\$65
Missed out of County test	\$30 per kit, \$15 per test

- III. The contract will not exceed \$188,000 for each fiscal year and \$752,000 for the term of July 1, 2022 through June 30, 2026. A 10% contingency of \$75,200 is added for a not to exceed total of \$827,200.

Contractor understands that no payment of any portion of this contingency amount will be made unless and until such modification or budget revision has been fully approved and executed in accordance with applicable City and Human Services Agency laws, regulations and policies/procedures and certification as to the availability of funds by Controller. Contractor agrees to fully comply with these laws, regulations, and policies/procedures.

- IV. The contractor will submit a monthly invoice detailing the number of tests in CARBON.
- V. A final closing invoice, clearly marked “FINAL,” shall be submitted no later than forty-five (45) calendar days following the closing date of the Agreement, and shall include only those Services rendered during the referenced period of performance. If Services are not invoiced during this period, all unexpended funding set aside for this Agreement will revert to City. City’s final reimbursement to the Contractor at the close of the Agreement period shall not exceed the total amount authorized and certified for this Agreement.
- VI. The entire contract is not to exceed \$827,200.