



**Response to
Webb County, Texas Request for Proposal for
Urinalysis Testing for CSCD (3 Year Contract)
*RFP #2022-007***

Due: September 1, 2022, 10:00 a.m.

Submitted by:

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

Designated Contact:

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



Proposer Information

Name of Company: Technical Resource Management, LLC
dba Cordant Health Solutions

Address: 12015 E. 46th Avenue, Suite 220

City and State: Denver, CO 80239

Phone: Main: 844-848-5955
RFP Contact: 928-440-6288

Email Address: info@cordanths.com, rfp@cordanths.com
RFP Contact: agibbs@cordanths.com

Signature of Person Authorized to Sign:

Amanda Gibbs

Signature

Amanda Gibbs

Print Name

Senior Vice President and General Manager,
Behavioral Health Business Unit

Title

Indicate status as to "Partnership", "Corporation", "Land Owner", etc.

Limited Liability Company (LLC)
Tax Classification = Partnership (P)

8/24/2022

(Date)

Note:

All submissions relative to this RFP shall become the property of Webb County and are nonreturnable.

If any further information is required, please call the Webb County Contract Administrator, Juan Guerrero, at (956)523-4125.

****Please place this form as your cover page for this RFQ package.***

Table of Contents

Proposer Information Form

Section 1 – Proposal Checklist & Required Forms..... 1

Section 2 – Cost Proposal (Form A)..... 14

Section 3 – Cordant Qualifications 16

Section 4 – Approach to Scope of Services 30

Appendix A – Flagstaff Laboratory Certifications 47

Appendix B – Cordant Sentry™ 51

Appendix C – Cordant Comprehensive Test Menu 68

Section 1 – Proposal Checklist & Required Forms

The following forms are included with this proposal:

- Proposer Information (see first page of this proposal)
- Proposed Pricing Sheet (Form “A”) (See **Section 2** of this proposal)
- Proposal Checklist
- Conflict of Interest form (Form CIQ)
- Certification Regarding Debarment (Form H2048)
- Certification Regarding Federal Lobbying (Form 2049)
- Code of Ethics Affidavit
- Proof of No Delinquent Tax Owed to Webb County

Additional Forms

- References Form

THIS FORM MUST BE INCLUDED WITH RFP PACKAGE; PLEASE CHECK OFF EACH ITEM INCLUDED WITH RFP PACKAGE AND SIGN BELOW TO CONFIRM SUBMITTAL OF EACH REQUIRED ITEM.

***RFP # 2022-007
“Urinalysis Testing for CSCD – 3 Year Contract”***

Proposer Information

Proposed Pricing Sheet (Form “A”)

Conflict of Interest form (Form CIQ)

Certification regarding Debarment (Form H2048)

Certification regarding Federal lobbying (Form 2049)

Code of Ethics Affidavit

Proof of No Delinquent Tax Owed to Webb County

Amanda Gibbs
Signature of Person Completing this Package

August 30, 2022
Date

CONFLICT OF INTEREST QUESTIONNAIRE
For vendor doing business with local governmental entity

FORM CIQ

This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.

This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.

A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.

OFFICE USE ONLY

Date Received

1 Name of vendor who has a business relationship with local governmental entity.

Technical Resource Management, LLC dba Cordant Health Solutions

2 Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)

3 Name of local government officer about whom the information is being disclosed.

None/Not Applicable

Name of Officer

4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.

None/Not Applicable

A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?

Yes No

B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?

Yes No

5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.

None/Not Applicable

6 Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).

7

Amanda Gibbs
Signature of vendor doing business with the governmental entity

8/24/2022
Date

CONFLICT OF INTEREST QUESTIONNAIRE

For vendor doing business with local governmental entity

A complete copy of Chapter 176 of the Local Government Code may be found at <http://www.statutes.legis.state.tx.us/Docs/LG/htm/LG.176.htm>. For easy reference, below are some of the sections cited on this form.

Local Government Code § 176.001(1-a): "Business relationship" means a connection between two or more parties based on commercial activity of one of the parties. The term does not include a connection based on:

- (A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;
- (B) a transaction conducted at a price and subject to terms available to the public; or
- (C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

Local Government Code § 176.003(a)(2)(A) and (B):

(a) A local government officer shall file a conflicts disclosure statement with respect to a vendor if:

(2) the vendor:

(A) has an employment or other business relationship with the local government officer or a family member of the officer that results in the officer or family member receiving taxable income, other than investment income, that exceeds \$2,500 during the 12-month period preceding the date that the officer becomes aware that

- (i) a contract between the local governmental entity and vendor has been executed; or
- (ii) the local governmental entity is considering entering into a contract with the vendor;

(B) has given to the local government officer or a family member of the officer one or more gifts that have an aggregate value of more than \$100 in the 12-month period preceding the date the officer becomes aware that:

- (i) a contract between the local governmental entity and vendor has been executed; or
- (ii) the local governmental entity is considering entering into a contract with the vendor.

Local Government Code § 176.006(a) and (a-1)

(a) A vendor shall file a completed conflict of interest questionnaire if the vendor has a business relationship with a local governmental entity and:

- (1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);
- (2) has given a local government officer of that local governmental entity, or a family member of the officer, one or more gifts with the aggregate value specified by Section 176.003(a)(2)(B), excluding any gift described by Section 176.003(a-1); or
- (3) has a family relationship with a local government officer of that local governmental entity.

(a-1) The completed conflict of interest questionnaire must be filed with the appropriate records administrator not later than the seventh business day after the later of:

(1) the date that the vendor:

- (A) begins discussions or negotiations to enter into a contract with the local governmental entity; or
- (B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or

(2) the date the vendor becomes aware:

- (A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);
- (B) that the vendor has given one or more gifts described by Subsection (a); or
- (C) of a family relationship with a local government officer.

CERTIFICATION
REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY
EXCLUSION FOR COVERED CONTRACTS

PART A.

Federal Executive Orders 12549 and 12689 require the Texas Department of Agriculture (TDA) to screen each covered potential contractor to determine whether each has a right to obtain a contract in accordance with federal regulations on debarment, suspension, ineligibility, and voluntary exclusion. Each covered contractor must also screen each of its covered subcontractors.

In this certification "contractor" refers to both contractor and subcontractor; "contract" refers to both contract and subcontract.

By signing and submitting this certification the potential contractor accepts the following terms:

1. The certification herein below is a material representation of fact upon which reliance was placed when this contract was entered into. If it is later determined that the potential contractor knowingly rendered an erroneous certification, in addition to other remedies available to the federal government, the Department of Health and Human Services, United States Department of Agriculture or other federal department or agency, or the TDA may pursue available remedies, including suspension and/or debarment.
2. The potential contractor will provide immediate written notice to the person to which this certification is submitted if at any time the potential contractor learns that the certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
3. The words "covered contract", "debarred", "suspended", "ineligible", "participant", "person", "principal", "proposal", and "voluntarily excluded", as used in this certification have meanings based upon materials in the Definitions and Coverage sections of federal rules implementing Executive Order 12549. Usage is as defined in the attachment.
4. The potential contractor agrees by submitting this certification that, should the proposed covered contract be entered into, it will not knowingly enter into any subcontract with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the Department of Health and Human Services, United States Department of Agriculture or other federal department or agency, and/or the TDA, as applicable.

Do you have or do you anticipate having subcontractors under this proposed contract?

Yes

No

5. The potential contractor further agrees by submitting this certification that it will include this certification titled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion for Covered Contracts" without modification, in all covered subcontracts and in solicitations for all covered subcontracts.
6. A contractor may rely upon a certification of a potential subcontractor that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered contract, unless it knows that the certification is erroneous. A contractor must, at a minimum, obtain certifications from its covered subcontractors upon each subcontract's initiation and upon each renewal.
7. Nothing contained in all the foregoing will be construed to require establishment of a system of records in order to render in good faith the certification required by this certification document. The knowledge and information of a contractor is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
8. Except for contracts authorized under paragraph 4 of these terms, if a contractor in a covered contract knowingly enters into a covered subcontract with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the federal government, Department of Health and Human Services, United States Department of Agriculture, or other federal department or agency, as applicable, and/or the TDA may pursue available remedies, including suspension and/or debarment.

PART B. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION FOR COVERED CONTRACTS

Indicate in the appropriate box which statement applies to the covered potential contractor:

- The potential contractor certifies, by submission of this certification, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this contract by any federal department or agency or by the State of Texas.
- The potential contractor is unable to certify to one or more of the terms in this certification. In this instance, the potential contractor must attach an explanation for each of the above terms to which he is unable to make certification. Attach the explanation(s) to this certification.

Name of Contractor	Vendor ID No. or Social Security No.	Program No.
Technical Resource Management, LLC dba Cordant Health Solutions	35-2523383	

Amanda Gibbs 8/24/2022
Signature of Authorized Representative Date

Amanda Gibbs, Senior Vice President and General Manager,
Behavioral Health Business Unit

Printed/Typed Name and Title of
Authorized Representative

CERTIFICATION REGARDING FEDERAL LOBBYING
(Certification for Contracts, Grants, Loans, and Cooperative Agreements)

PART A. PREAMBLE

Federal legislation, Section 319 of Public Law 101-121 generally prohibits entities from using federally appropriated funds to lobby the executive or legislative branches of the federal government. Section 319 specifically requires disclosure of certain lobbying activities. A federal government-wide rule, "New Restrictions on Lobbying", published in the Federal Register, February 26, 1990, requires certification and disclosure in specific instances.

PART B. CERTIFICATION

This certification applies only to the instant federal action for which the certification is being obtained and is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$100,000 for each such failure.

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No federally appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, or the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.
2. If any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with these federally funded contract, subcontract, subgrant, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions. (If needed, contact the Texas Department of Agriculture to obtain a copy of Standard Form-LLL.)

3. The undersigned shall require that the language of this certification be included in the award documents for all covered subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all covered subrecipients will certify and disclose accordingly.

Do you have or do you anticipate having covered subawards under this transaction?

- Yes
- No

Name of Contractor/Potential Contractor	Vendor ID No. or Social Security No.	Program No.
Technical Resource Management, LLC dba Cordant Health Solutions	35-252338	

Name of Authorized Representative	Title
Amanda Gibbs	Senior Vice President and General Manager, Behavioral Health Business Unit

Amanda Gibbs
Signature – Authorized Representative

8/24/2022
Date

**WEBB COUNTY PURCHASING DEPT.
QUALIFIED PARTICIPATING VENDOR CODE OF ETHICS
AFFIDAVIT FORM**

STATE OF TEXAS *

KNOW ALL MEN BY THESE PRESENTS:

COUNTY OF WEBB *

BEFORE ME the undersigned Notary Public, appeared Amanda Gibbs, the herein-named "Affiant", who is a resident of Coconino County, State of Arizona, and upon his/her respective oath, either individually and/or behalf of their respective company/entity, do hereby state that I have personal knowledge of the following facts, statements, matters, and/or other matters set forth herein are true and correct to the best of my knowledge.

I personally, and/or in my respective authority/capacity on behalf of my company/entity do hereby confirm that I have reviewed and agree to fully comply with all the terms, duties, ethical policy obligations and/or conditions as required to be a qualified participating vendor with Webb County, Texas as set forth in the Webb County Purchasing Code of Ethics Policy posted at the following address: <http://www.webbcountytx.gov/PurchasingAgent/PurchasingEthicsPolicy.pdf>

I personally, and/or in my respective authority/capacity on behalf of my company/entity do hereby further acknowledge, agree and understand that as a participating vendor with Webb County, Texas on any active solicitation/proposal/qualification that I and/or my company/entity failure to comply with the Code of Ethics policy may result in my and/or my company/entity disqualification, debarment or make void my contract awarded to me, my company/entity by Webb County. I agree to communicate with the Purchasing Agent or his designees should I have questions or concerns regarding this policy to ensure full compliance by contacting the Webb County Purchasing Dept. via telephone at (956) 523-4125 or e-mail to the Webb County Purchasing Agent to joel@webbcountytx.gov.

Executed and dated this 25th day of August, 2022.

Amanda Gibbs



Signature of Affiant

Amanda Gibbs / Technical Resource Management, LLC dba Cordant Health Solutions
Printed Name of Affiant/Company/Entity

SWORN to and subscribed before me, this 25th day August, 20 22



Fara L Tippit



NOTARY PUBLIC, STATE OF COLORADO


Online Notary Public. This notarial act involved the use of online audio/video communication technology.

PROOF OF NO DELINQUENT TAXES OWED TO WEBB COUNTY

Technical Resource Management, LLC
Name dba Cordant Health Solutions owes no delinquent property taxes to Webb
County.

Technical Resource Management, LLC
dba Cordant Health Solutions owes no property taxes as a business in Webb County.
(Business Name)

Not applicable owes no property taxes as a resident of Webb County.
(Business Owner)

Amanda Gibbs
Senior Vice President and GM, *Amanda Gibbs* 
Behavioral Health Business Unit
Person who can attest to the above information

*** SIGNED NOTORIZED DOCUMENT AND PROOF OF NO DELINQUENT TAXES TO WEBB COUNTY.**

The State of Texas
County of Webb

Before me, a Notary Public, on this day personally appeared Amanda Gibbs, know to me (or proved to me on the oath of Personally known to me to be the person whose name is subscribed to the forgoing instrument and acknowledged to me that he executed the same for the purpose and consideration therein expressed.

Given under my hand and seal of office this 25th day of August 2022.

Notary Public, State of Colorado

Fara L. Tippit 
Fara L. Tippit

(Print name of Notary Public here)

My commission expires the 3rd day of January 2026.



Online Notary Public. This notarial act involved the use of online audio/video communication technology.

Supplier Information

Company Name: Technical Resource Management, LLC dba Cordant Health Solutions

Contact Name: Amanda Gibbs, Sr. Vice President & General Manager, Behavioral Health

Address: 12015 E 46th Ave., #220

Denver, CO 80239

Phone: 800-348-4422/928-440-6288


Fax: 928-526-1777

Email: agibbs@cordanths.com

Supplier Notes

By submitting your response, you certify that you are authorized to represent and bind your company.

Amanda Gibbs
Print Name


Signature

References Form

Please list at minimum three (3) local governmental entities where similar scope of services were provided.

THIS FORM MUST BE RETURNED WITH YOUR OFFER.

REFERENCE ONE

Government/Company Name: Recovery Monitoring Solutions Corporation

Address: 9090 N. Stemmons Freeway, Dallas, TX 75247

Contact Person and Title: Terry Fain, President and General Manager

Phone: 214-819-1478 Fax: _____

Email Address: Terry.fain@recoveryms.com Contract Period: 2016-present

Scope of Work: Urine & oral fluid drug testing (16,000+ samples/month) for various Texas local governments/counties. Cordant also works closely with RMS on statewide contracts in Colorado (RMS provides testing at 14 collection locations throughout the state.) In both Texas and Colorado, case managers and collection sites use our proprietary web-based drug testing management software, Cordant Sentry™.

REFERENCE TWO

Government/Company Name: Cass County CSCD & Drug Court

Address: 604 Hwy 8 North, Linden, TX 75563

Contact Person and Title: Catherine Betts, Cass County CSCD Director

Phone: 903-756-7517 Fax: _____

Email Address: cbetts@casscountycscd.org Contract Period: 2013-present

Scope of Work: Urine drug testing (~500 samples/month) for both the CSCD and Drug Court, for a range of substances, including Kratom. Sentry™ is used for random schedule management and donor notification.

REFERENCE THREE

Government/Company Name: 38th CSCD and Community Corrections Facility

Address: 2516 McHaughten, Hondo, TX 78861

Contact Person and Title: Cindy Atkinson, Human Resources Officer

Phone: 830-900-7715 Fax: _____

Email Address: Cindy.atkinson@38cscd.org Contract Period: 2014-present

Scope of Work: Urine and oral fluid drug testing for Juvenile and CCF programs (~400 samples/month). Screen and confirmation testing on both urine and oral fluid for a range of substances, including Spice/K2 and Ketamine. The County court's case managers use our proprietary billing portal system for substance abuse result management.

REFERENCE Four

Government/Company Name: Hamilton County Drug Court

Address: 1 Hamilton County Square, Suite 29, Noblesville, IN 46060

Contact Person and Title: Krista Radican, Asst. Director/Drug Court Coordinator

Phone: 317-776-8441 Fax: _____

Email Address: krista.radican@hamiltoncounty.in.gov Contract Period: 2014-present

Scope of Work: Urine drug testing for Drug Court and Probation Department (~1,200 samples/month). County is a long time Sentry™ user and is highly satisfied with its benefits and features. During the COVID pandemic, the County utilized virtual oral fluid collections, in which officers conducted the video collections, with supplies and lab testing provided by Cordant.

REFERENCE Five

Government/Company Name: Larimer County Community Corrections (LCCCD)

Address: 2255 Midpoint Drive, Fort Collins, CO 80525

Contact Person and Title: Joseph Weilnau, Senior Correctional Services Specialist

Phone: 970-498-7575 Fax: _____

Email Address: weilnajc@co.larimer.co.us Contract Period: 2007-present

Scope of Work: Urine drug testing (~4,500 samples/month). The County utilizes Sentry, and Cordant implemented an interface with the County's case management system. Donors report to Cordant authorized collection facilities, while the County performs some collections onsite.

Section 2 – Cost Proposal (Form “A” Price Sheet)

Form "A" Price Sheet	
Service	Price per Unit of Service
Standard Screen Panel comprised of any of five (5) of the following assays plus ETG or other Specialty Assay: Amphetamines (amphetamines, ecstasy, methamphetamines), barbiturates, benzodiazepines, cannabinoids (THC), cocaine, ecstasy, methadone, methamphetamine, opiates (morphine, hydrocodone, hydromorphone, oxycodone, oxymorphone), PCP, and propoxyphene	\$ 4.60
Standard Drug Add-on List: Amphetamines (amphetamines, ecstasy, methamphetamines), barbiturates, benzodiazepines, cannabinoids (THC), cocaine, ecstasy, methadone, methamphetamine, opiates (morphine, hydrocodone, hydromorphone, oxycodone, oxymorphone), PCP, and propoxyphene	\$ 0.10
Specialty Drug Add-on List:	
Buprenorphine	\$ 0.50
Carisoprodol	\$ 1.90
ETG	\$ 0.50
Fentanyl	\$ 1.10
Gabapentin	\$ 6.00
Heroin	\$ 1.10
Ketamine	\$ 2.75
Meperidine	\$ 5.10
Tramadol	\$ 1.80
Zolpidem	\$ 3.55
LSD	\$ 3.55
Synthetic Cannabinoids Urine Analysis	\$ 20.00
Synthetic Stimulants Urine Analysis (Bath Salts)	\$ 25.00
Standard Oral Fluid Panel (Benz, Coe, Meth, Opiates, & THC)	\$ 7.95
Oral Fluid Add-ons (buprenorphine, methadone, oxycodone)	\$ 0.50
Tramadol	\$ 3.00
BACOnly	No Bid
Hair Test 5 Drug panel	\$ 55.50
Transdermal Patch	\$ 18.55
Transdermal Sweat Patch Standard Panel	\$ 59.50
Standard Drug Confirmation Test Urine	\$ 13.00
Specialty Drug Confirmation Test Urine	
Buprenorphine	\$ 18.00
Carisoprodol	\$ 18.00
ETG	\$ 18.00
Fentanyl	\$ 18.00
Gabapentin	\$ 18.00
Heroin	\$ 18.00
Ketamine	\$ 30.00
Meperidine	\$ 18.00
Tramadol	\$ 18.00
Zolpidem	\$ 18.00
LSD	\$ 95.00

Form "A" Price Sheet continued	
Standard Drug Confirmation Test Oral Fluid	\$ 15.00
Tramadol Confirmation Test Oral Fluid	\$ 20.00
In-Person Expert Witness Testimony (per hour, 8 hour min plus travel expenses)	\$ 150.00
Litigation Packet	\$ 75.00
Case Management System	\$ -
Random Selection	\$ -
Client Notification System	\$ -
Video Testimony	\$ -
Training & Consultation Sessions	\$ -
Participation in CSCD Staffing Sessions (if Option is selected)	\$ -
Additional Invoice Analysis/Customization	TBD
Pricing is based on an estimated volume of ~1200 samples per month, shipped from one location	
Line 3: Standard Screen Panel plus EtG- The County can build as many 5 drug panels of their choosing containing any of the below five listed drug classes and includes EtG: <i>Amphetamines/methamphetamines, barbiturates, benzodiazepines, Cannabinoids (THC), cocaine, ecstasy, methadone, opiates (codiene, morphine, hydrocodone, hydromorphone), oxycodone (oxycpodone, oxymorphone), PCP and propoxyphene</i>	
Line 5 and 14: Heroin was listed multiple times so was moved for clarity. Heroin is not considered a standard drug, as such is listed separately in the specialty drug add on section.	
Line 32: Hair pricing assumes a standard 5 drug panel consisting of Amphetamine/methamphetamine, cocaine, opiates PCP and THC. This is a bundled rate for both the initial screen and subsequent confirmation for positives. Pricing is based on a 50% positivity rate.	
Line 66: Cordant's offered training is through virtual platforms and webinars and is offered at no additional cost to the County. If in-person training is required these will need separate pricing to be negotiated and agreed upon.	
Line 70: Additional Invoice Customization may be possible but we would need to better understand the requirements to see if feasible and prepare a price quote.	
There are no additional fees for our case management system, randon selection, and client notification.	
Video testimony is provided at no additional cost to the county	

Section 3 – Cordant Qualifications

I. Your proposal should include a response to the following:

a. Provide an organizational chart for the proposed account manager and service team assigned to CSCD.

Organization Charts

Figure 1: Behavioral Health Business Unit Organization Chart

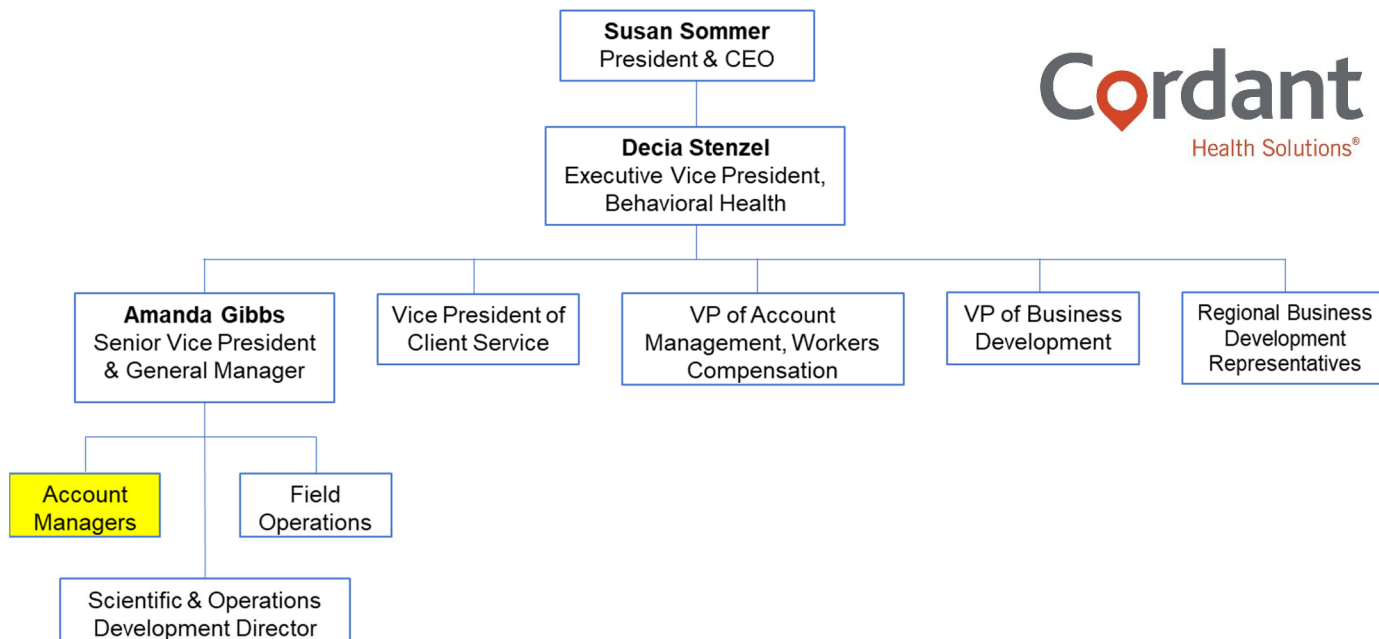
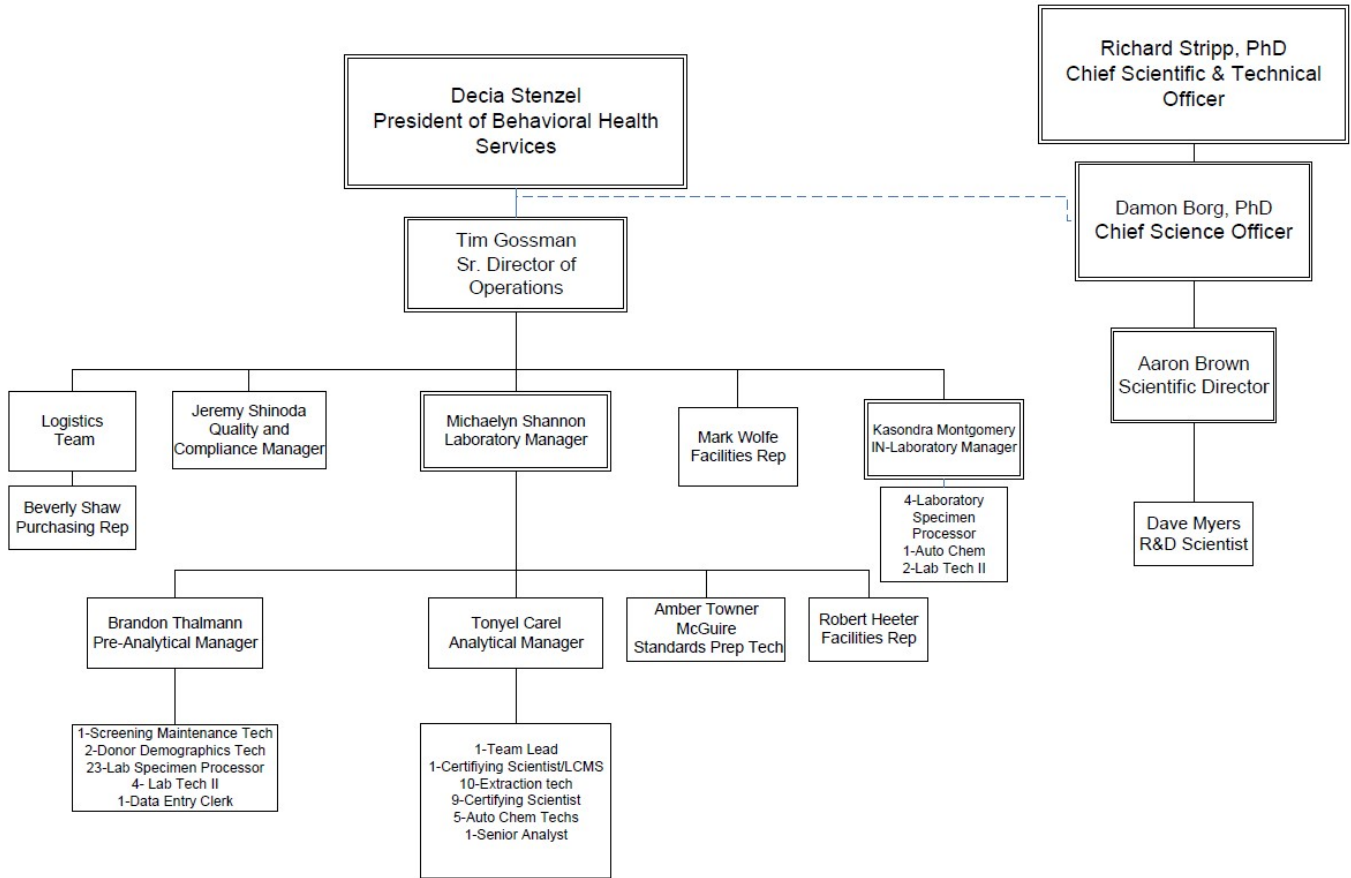


Figure 2: Flagstaff Laboratory Organization Chart



b. Provide a brief history of your organization and its affiliations, including the date founded and how many years your organization has provided the requested services outlined in this RFP.

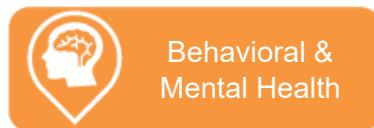
c. Provide a brief history of your organization and its affiliations, including the date founded and how many years your organization has provided the requested services outlined in this RFP.

About Cordant

Cordant Health Solutions®, herein referred to as "Cordant," has a 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, after combining operations with several additional labs, Cordant was formed. Each lab was selected to be part of Cordant based on 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.

Since 2012, Cordant has matured into a specialized toxicology service provider unlike any in the market. We provide innovative tools for monitoring behavioral health, chronic pain and criminal justice cases. Our pharmacy and drug testing programs provide solutions that protect prescribers, hold patients accountable and optimize quality of life. Our testing protocols and digital case-management tools help clients become more efficient and effective in monitoring patient adherence, reducing risk and improving patient outcomes. Please see <https://cordantsolutions.com/the-company/> for a timeline of our expanded capabilities and growth.

Cordant is a national healthcare company with a wide range of public and private sector clients. We test nearly 5 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.



d. Provide any special certifications or qualifications you (or individuals in your company that you would propose to work for Webb County) possess that are relevant to this service.

Please see the Flagstaff laboratory certifications provided in **Appendix A**.

Cordant Qualifications

Below we have provided some key advantages of choosing Cordant as your laboratory drug testing partner:

- **Industry-Leading Turnaround Time for Test Results** – 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. Urine and oral fluid screening test results are typically reported within 24-36 hours of receipt by the lab. Confirmation test results are released within an additional 24-48 hours after the request for a confirmation test is received or the screening result is released.
- **Expansive Testing Menu** - Cordant provides the widest array of toxicology services available in the criminal justice and treatment market, with the ability to test four matrices (urine, oral fluid, blood and hair) for all common drugs of abuse as well as specialty and designer drugs, including synthetic cannabinoids, Synthetic stimulants, and hallucinogens. Cordant has one of the largest test offerings in the country, including over 160 drugs and their metabolites, with many of these drugs available for testing in all four matrices. In addition to the standard offering of commonly abused drugs and illicit, prescribed medications, and newly-emerging-ever-changing synthetics, Cordant has the largest mental health offering that exists, in both urine and oral fluid. Please see the Cordant Comprehensive Test Menu provided in **Appendix C** for a list of all drugs and matrices that we can offer the County.
- **State of the Art Drug Testing Management Program** – Cordant Sentry™ is our HIPAA compliant online drug testing management solution and is an integral part of the services we provide. Sentry creates efficiencies at every step in the substance abuse monitoring value stream: offender enrollment and photo capture, randomization, notification for testing by IVR (Interactive Voice Response) phone system, no call and no show reporting, electronic chain of custody (no handwriting or typing -- to eliminate data transfer errors), collection supply ordering and shipping to our certified laboratory, and results reporting in real time. Users can modify the testing workload to accommodate staffing levels and the gender of collectors. A key Sentry feature, and a favorite of most case managers, is the email alert feature for missed calls, missed tests, and abnormal/normal drug test results. With the ability to receive alerts for noncompliant clients, case workers have the ability to intervene quickly. Sentry's randomization and scheduling feature helps enhance the effectiveness of your drug testing dollars by eliminating over-testing, yet offers the flexibility to adjust testing schedules as needed for a higher level of compliance. The significance of our drug testing management program is evidenced by the following usage statistics: **20+ million** annual participant daily check-ins either via our dedicated phone lines or through our online web-page, **2+ million drug tests managed** via Sentry and **nearly 10,000 active users** at government agencies and treatment providers across the country.
- **Ability to Customize Panels** - Cordant can create any number of panels for the County. Panels can also be easily and quickly reconfigured for new emerging drugs, regional trends

and individual program needs. During the implementation process, Cordant works closely with our clients to establish the appropriate panel configurations. These panels are then input into Sentry and are available for the officers or case workers to choose from. Sentry users can access the different tests/panels, standard and customized, that fit differing needs, risk levels and trends. At the same time, Sentry can limit test/panel options to those pre-established and authorized by the customer, eliminating unauthorized and unnecessary testing e.g., ordering a more costly comprehensive panel for a compliant, low-risk individual without proper justification. Sentry allows for easy monitoring and insight into the appropriateness of test panels and frequencies.

- **Client Billing Portal & Flexible Billing Options** - Cordant has a robust, secure online client billing portal and a variety of invoice setup options that can be implemented. Accounts can be invoiced individually, with multiple unique invoices, or as one master invoice with secondary accounts broken out to show detail per individual account. Our payment terms are Net 30. Our purpose-built billing and invoicing system, XIFIN, is integrated with our LIMS and Sentry platform to streamline the invoicing process.
- **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. This call line is maintained by our expert toxicology team, which includes PhD level Laboratory Directors and board-certified toxicologists, and has specialized training in criminal justice result interpretation. Our senior toxicologists will provide consultation and training on all aspects of current and developing toxicology.
- **Stellar Client Services Team** – Cordant’s Client Services team is available Monday through Friday from 5:30 am to 5:00 pm Pacific Time at 800-348-4422. Clients can initiate inquiries and requests via phone or via email at customersupport@cordanth.com. A team member will return the e-mail the same day it was received. Cordant’s 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 and can assist with logistics, result interpretations, IT support, supplies, account set up, additional test requests and more.
- **Comprehensive Training Options for County Staff** - Cordant offers a range of training topics to ensure your staff members are fully trained and up to date in all key areas, including:
 - Cordant Sentry™ Training;
 - General Toxicology Training & Trends; and
 - Specimen Collection Training.

In addition, Cordant offers substantial online resources for training and result interpretation:

- **Educational Webinars** - Cordant’s 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.

- **Drug Resource Library** - A wealth of information is available to County 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 on new and emerging drug trends.
- **YouTube Channel** - Cordant also has a YouTube channel where a number of informative videos are posted, located at: <https://www.youtube.com/channel/UCvgOEn8FmTk-DahO4bN9Vrg>.
- **Commitment to the Criminal Justice Sector** – At Cordant, an entire Business Unit, our Behavioral Health Unit, is devoted to serving government agencies. Our Behavioral Health unit serves municipalities, county and state judicial departments, including drug courts, probation departments, parole departments, community corrections, pre-trial services, child protective services and juvenile justice groups. Cordant tests over 10,000 specimens per day from criminal justice agencies throughout the country.
- **Cost Savings** – Cordant works hard to control costs and keep our services affordable for our customers. We actively evaluate new equipment options and streamlined services to provide cutting edge technologies at the best possible price point. 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.
- **Litigation Support** – Cordant is well versed in meeting the needs of customers who require legally defensible drug testing, and our toxicology results are legally defensible. We offer litigation support if the need arises in the form of litigation packets, affidavits, virtual testimony or live testimony and other administrative and court action support.
- **Data Analytics and Statistical Reporting** – Cordant’s optional reports can provide insight into patient risk levels and current drug trends, delivering actionable information that can help improve program outcomes. Reports are available from our Data Analytics team, our Billing system, our Laboratory Information Management (LIMS) System, and Cordant Sentry™. Our analytics team can provide reports that trend drug testing data, detail positivity rates, stratify results, summarize testing frequency, etc., as well as highlight potentially aberrant behaviors for individual clients. Comprehensive analytics at both the population and individual level can enhance visibility into overall drug use trends in your program, as well as insight into who is at greatest risk for poor outcomes based on drug testing information. These reporting tools provide valuable and objective understanding of an individual’s drug use that promotes quicker interventions and ultimately improves outcomes. Further, Cordant understands the need to communicate program successes related to organizational goals. Cordant’s custom reporting options can greatly reduce the time needed to document key value indicators and improved outcomes.
- **Alignment with Best Practices Standards** – Cordant’s solutions are fully aligned with guidance from the American Society of Addiction Medicine, the National Council for Behavioral Health and the National Association of Drug Court Professionals, to name a few. Cordant is committed to an expansive drug test offering that is continuously evaluated for national and local drug trends, offering our clients access to testing for the most current drugs of abuse. Finally, Sentry supports a variety of “best practice standards” that are utilized by many governmental agencies, such as randomization, information sharing

between authorized agencies, and pre-approved drug panel options. Please see references provided throughout **Appendix B** that illustrate how Sentry’s capabilities align with industry best practice standards.

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.

Cordant’s unique offerings and key differentiators are summarized below.

Expect More From Your Lab....

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

Staff Qualifications

Certified Toxicologists

Cordant employs multiple Board-Certified toxicologists through the American Board of Forensic Toxicology. Each laboratory is staffed with a full-time certified toxicologist. Additionally, these Board-Certified Forensic Toxicologists are all available through our 24/7 Toxicology Hotline. Our Laboratory and Technical Directors, Doctoral level Toxicologists, Board Certified toxicologists, and other scientists are available to assist with any questions and can offer expert consultation and interpretation assistance. Please see the bios provided for our toxicology team provided below. Full resumes are available upon request.

Richard Stripp, Ph.D., Chief Scientific & Technical Officer

As Cordant's Chief Scientific & Technical Officer, Dr. Stripp provides leadership to all Cordant laboratories. Dr. Richard Stripp is an internationally recognized forensic toxicologist with over 37 years of experience. He currently serves as a tenured faculty member of the City University of New York. He has coordinated and taught in the toxicology program in the Forensic Science Department at the John Jay College of Criminal Justice for over 18 years. He has authored dozens of peer reviewed journal articles related to toxicology and drug testing. Dr. Stripp has served as a qualified expert in thousands of forensic toxicology cases both nationally and internationally. He has testified and provided expert opinions for various legal and medical entities including the United States Army, Navy, and Air Force. Dr. Stripp is qualified as an expert toxicologist nationwide at local state and federal court systems. He is widely considered the foremost expert in drug testing utilizing alternative matrices such as oral fluid and hair and he has developed cutting edge methodologies in this area. Prior to joining Cordant, Dr. Stripp founded American Forensic Toxicology services in New York, served for the Department of Homeland Security (formally DOE) and worked for the Office of the Chief Medical Examiner for the City of New York.

Aaron Brown, Ph.D., Flagstaff Laboratory Director

Dr. Brown is responsible for the entire analytical process, reviews all of the pertinent data, including the Chain of Custody, and is in the best position to testify on all aspects of testing, including interpretation of results. Dr. Brown was previously the Technical Group Lead (2014-2020), which involved direct oversight of the entire confirmations process, from sample preparation to the interpretation of analytical results. Dr. Brown is also involved in the development, validation, review, approval, and improvement of current and new confirmation methods. Additional responsibilities include review of standard operating procedures and standard work. Dr. Brown has received training in all areas of the laboratory giving him in depth knowledge of the entire testing process.

Dr. Brown is Board Certified by the National Registry in Clinical Chemistry as a Toxicological Chemist. He also holds a Certificate of Qualification in Clinical and Forensic Toxicology from the New York State Department of Health. He has a B.S. in Chemistry from Southern Illinois

University, and a M.S. in Chemistry and a Ph.D. in Analytical Chemistry both from the University of Memphis. Dr. Brown is also certified as a College of American Pathologists (CAP) inspection team member. He has also been a member of relevant professional organizations, including but not limited to: the American Association for Clinical Chemistry (AACC), the American Society for Mass Spectrometry (ASMS), and the Society of Forensic Toxicologists (SOFT).

Dr. Brown has been invited to conduct presentations and speak about forensic testing in California and Arizona and he also presents research at international, national and local conferences. Dr. Brown has authored or coauthored five peer reviewed articles and has been included on numerous abstracts and technical documents. Dr. Brown has provided expert witness testimony for cases in Arizona, California, Colorado, Florida, Georgia, Kansas, Indiana, Michigan, Nevada, New Mexico, Ohio, Oregon, Pennsylvania, Texas, and Wisconsin.

Damon Borg, Ph.D., F-ABFT, Northeast Laboratory Director

Dr. Damon Borg currently serves as the Northeast Laboratory Director at Cordant Health Solutions, overseeing the quality and scientific affairs of our New York laboratory. Dr. Borg also serves as Director of Research & Development at Cordant, where his team develops and carries out clinical trials to support and validate new drug testing methodologies. Dr. Borg is board certified by the American Board of Forensic Toxicology and is a member of numerous professional organizations including the Society of Forensic Toxicology, the International Association of Forensic Toxicologists, and the Society of Hair Testing. He is also a visiting professor of forensic and clinical toxicology at the City University of New York.

Cynthia Whiteman, M.S., D-ABFT-FT – Scientific & Operations Development Director

Cynthia Whiteman, MS, D-ABFT-FT is currently the Scientific and Operations Development Director for the Behavioral Health Business Unit. This includes daily interaction with clients and co-workers across scientific and operational teams to determine industry needs, and to provide technical assistance and training on all aspects of current and developing toxicology.

Cynthia earned her bachelor's degree in Forensic Chemistry (2005) from Northern Arizona University and her master's degree in Forensic Toxicology (2010) from the University of Florida. She has over 15 years of experience in the drug testing industry, specializing in 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. Ms. Whiteman is a Board-Certified Diplomate Forensic Toxicologist through the American Board of Forensic Toxicology. She has also been a College of American Pathologists Forensic Drug Testing (CAP-FDT) Inspector since 2007. She has extensive knowledge of both CAP accreditation and permitting through the New York Department of Health. Cynthia is a member of the Society of Forensic Toxicologists (SOFT).

She has been actively involved in community outreach, law enforcement and both local and state's courts drug education and has been accepted onto record as an 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.

e. What similar services have you provided in the past two years?

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.

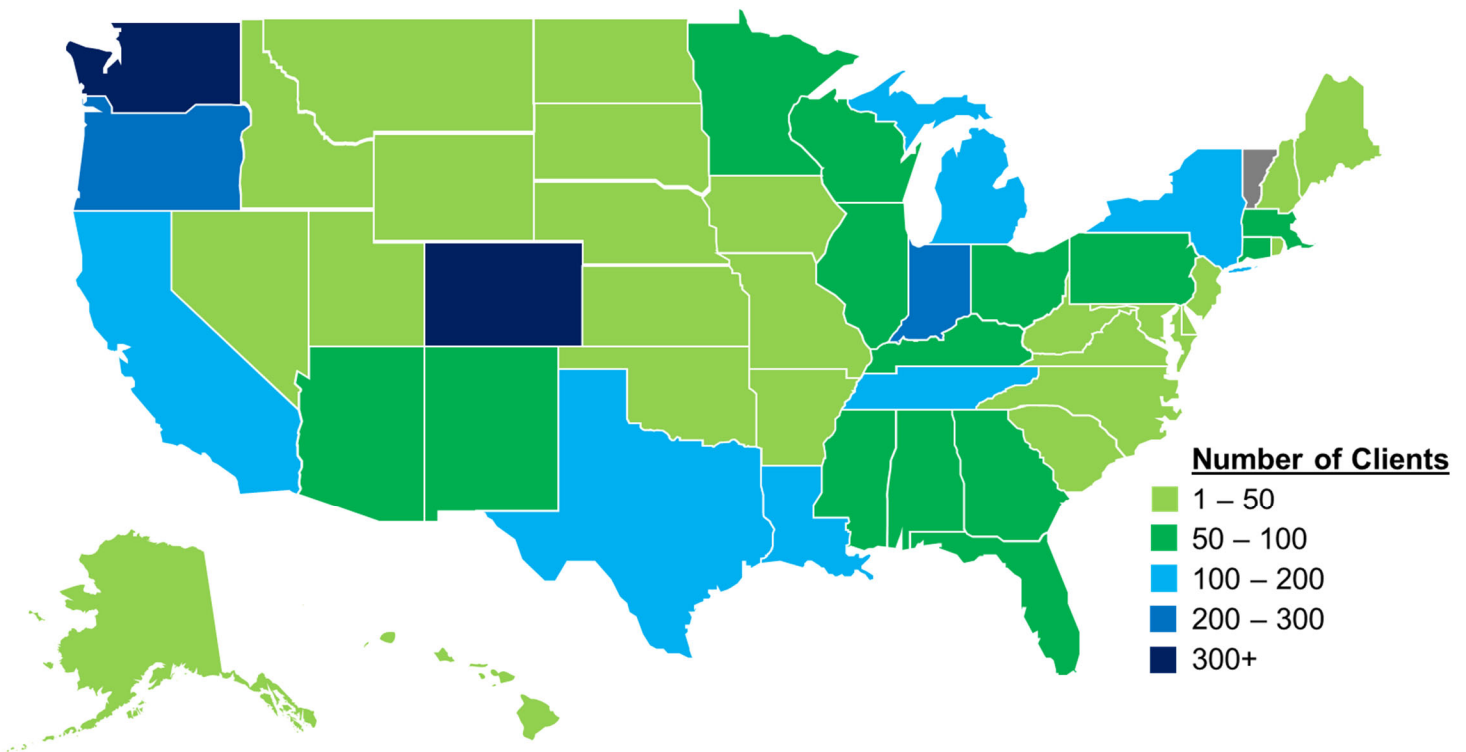
Cordant has a significant amount of experience managing both local and state government contracts of all sizes. As noted above, we test over 10,000 specimens per day from criminal justice agencies throughout the country. An entire Business Unit is devoted to serving government agencies, social service 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 County will be served by our Flagstaff laboratory. Our 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

Figure 3: Illustration of Cordant Client Locations



As illustrated above, Cordant has an impressive client list that includes significant experience throughout the country. Our experience is further evidenced by the list of current customers below, some of whom have been with Cordant since 2001.

- **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.
- **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 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.
- **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 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.

- **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.

- **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 2001.
- **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. Several of our Colorado customers have been with us since 2004.
- **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.
- **Indiana Criminal Justice Agencies** – Cordant has been providing drug testing services throughout the state of IN since 2013. All of our Indiana criminal justice clients are utilizing our Sentry program, with full randomization and drug monitoring. Cordant provides laboratory testing of more than 15,000 specimens a month for our Indiana clients.
- **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.

f. Provide current client references and former client references for which you provided the same or similar services.

Client references are detailed below. The References Form is included in **Section 1 – Proposal Checklist & Required Forms**.

Client Name and Contact Info	Summary of the Project
<p>Recovery Monitoring Solutions Corporation 9090 N. Stemmons Freeway Dallas, TX 75247</p> <p>Terry Fain President and General Manager Phone: 214-819-1478 Terry.fain@recoveryms.com</p>	<p>Cordant has been serving Recovery Monitoring Solutions Corporation since 2016. Cordant tests approximately 15,750 urine specimens and 200 oral fluid specimens per month for various Texas local governments/counties. Cordant also works closely with RMS on statewide contracts in Colorado, under which RMS provides testing at 14 collection locations throughout the state. We perform screen and confirmation testing on both urine and oral fluid for a range of substances, including Spice/K2 and Bath Salts.</p> <p>In both Texas and Colorado, case managers and collection sites use our proprietary web-based drug testing management software, Cordant Sentry™. Sentry functions used include reporting for lab testing and statistical reports. Sentry is also being used for randomization and donor notification. Specimen collection services are performed via Sentry, which provides an electronic chain of custody /test request form, real time updates, accuracy, and time saving features.</p>
Client Name and Contact Info	Summary of the Project
<p>Cass County CSCD & Drug Court 604 Hwy 8 North Linden, TX 75563</p> <p>Catherine Betts Cass County CSCD Director Phone: 903-756-7517 cbetts@casscountycscd.org</p>	<p>Cordant provides screen and confirmation testing on urine specimens for both the CSCD and Drug Court, for a range of substances, including Kratom. Approximately 500 specimens per month are tested for this customer. The customer is using Sentry for random schedule management and donor notification. This client has been with Cordant since 2013.</p>

Client Name and Contact Info	Summary of the Project
<p>38th CSCD and Community Corrections Facility 2516 McHaughten Hondo, TX 78861</p> <p>Cindy Atkinson Human Resources Officer Phone:830-900-7715 Cindy.atkinson@38cscd.org</p>	<p>Cordant has been serving 38th CSCD, Juvenile, and CCF programs since 2014, testing approximately 403 urine and 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 Ketamine. The County court’s case managers use our proprietary billing portal system for substance abuse result management.</p>
<p>Hamilton County Drug Court 1 Hamilton County Square, Suite 29 Noblesville, IN 46060</p> <p>Krista Radican Asst. Director/Drug Court Coordinator Phone: 317-776-8441 krista.radican@hamiltoncounty.in.gov</p>	<p>Hamilton County, Indiana has been a Cordant customer since early 2014. The County sends approximately 1,200 urine samples per month for laboratory testing from the Drug Court and Probation Department. During the COVID pandemic, this customer utilized virtual oral fluid collections. Please see press release located at: https://www.prnewswire.com/news-releases/cordant-offers-virtual-drug-testing-to-provide-drug-courts-and-other-government-agencies-the-ability-to-maintain-accountability-for-participants-during-covid-19-301085857.html. County officers conducted the video collections, with supplies and laboratory testing provided by Cordant. Hamilton County is a long time Sentry user and is highly satisfied with its benefits and features.</p>
<p>Larimer County Community Corrections (LCCCD) 2255 Midpoint Drive Fort Collins, CO 80525</p> <p>Joseph Weilnau Senior Correctional Services Specialist Phone: 970-498-7575 weilnauj@co.larimer.co.us</p>	<p>Cordant has been serving Larimer County Community Corrections (LCCCD) since 2007, testing approximately 4,500 specimens per month. Larimer County utilizes Sentry, and Cordant implemented an interface with the County’s case management system. The majority (99%) of tests performed are on urine specimens. Larimer County refers most of their donors to Cordant authorized collection facilities, and they also perform some collections onsite.</p>

Section 4 – Approach to Scope of Services

II. Information Management System (IMS)

III. Automated Random Selection Calendar

IV. Client Notification

We believe that our Cordant Sentry™ drug testing management system accommodates all of Webb County’s requirements for the Information Management System (IMS), Automated Random Selection Calendar, and Client Notification, with some minor exceptions as noted below. Please see **Appendix B** for details on how Sentry can accommodate the County’s need for a drug testing management solution.

f. Allow the supervising case manager to post custom text-to-speech messages for an individual donor or group of donors;

Sentry is not currently configured to allow case managers to post custom text to speech messages for an individual donor or group of donors.

h. Allow donors to contact the system via phone, web, or text message. Text message notification is subject to a nominal convenience fee payable only by those donors that select text messaging.

Donors may contact the system via a web check in feature, as described in **Appendix B**. Contact with the system via text message is not currently available. However, the web check in feature does allow donors to access the system using their cell phones.

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 right.

We understand the importance of an accurate, timely and comprehensive assessment of substance use in monitoring a patient’s adherence to a treatment program. 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:

“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

- Nearly 8,500 daily log-ins to the Sentry website
- 9,950 active users
- Approx. 53,000 daily phone calls into the Sentry phone lines
- Over 2,900 daily web check-ins
- Over 2 million tests administered yearly

- 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.

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.

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*

V. Supplies & Transportation: The Provider shall provide all necessary sample collection and transportation supplies and courier pick-up within 24 hours of notification for specimens collected by CSCD.

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 absorbs spillage;
- **Specimen Collection Vials:** Individually packaged, tamper proof vials (as applicable):
 - **Urine Specimen Vials:** Stronger, improved protection against leakage. We can provide both male and female (wide-opening) style urine collection kits. Vials include temperature strips for onsite verification of specimen temperature;
 - **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:** Quantisal oral fluid collection devices from Immunalysis provide a simple, efficient and convenient specimen collection.
 - **Hair Collection Supplies:** Each kit contains the necessary collection and transport components to effectively collect, store and transport the hair specimen to our lab for analysis, including sample envelope, envelope seal, round foil cinching sheet and specimen transport bag.
- **Shipping Supplies:** We provide all supplies necessary for next-day delivery to our lab, including shipping boxes/bags and pre-paid, pre-addressed labels.

Cordant uses Fed-Ex and laboratory couriers to ensure that specimens are delivered to us in a timely manner. All specimens are shipped in compliance with Federal and State regulations and are usually processed immediately upon receipt into the lab. Cordant will provide pre-paid, pre-addressed shipping labels. We have been using FedEx and our laboratory couriers for many years and have received consistently excellent, on-time service from them.

VI. Laboratory Testing: The Provider shall:

Operate a laboratory that is certified by the Department of Health and Human Services (DHHS), Clinical Laboratory Improvements Act (CLIA) and the College of American Pathologists - Forensic Drug Testing (CAP-FDT);

We plan to serve the County through our Flagstaff laboratory. Cordant's Flagstaff laboratory holds accreditation from the College of American Pathologists for Forensic Drug Testing (CAP-FDT), and licensure from Clinical Laboratory Improvement Amendments (CLIA) in Toxicology, as well as licenses and permits from states where additional licensing is mandated, including Texas, California, Pennsylvania, New York, Florida and Maryland. Our Flagstaff laboratory also has a Texas Forensic Science Commission Certification.

Our Flagstaff laboratory has continuously maintained its CAP-FDT accreditation since first becoming accredited in September 2000. A CAP-FDT forensic certification is noteworthy because it demonstrates the laboratory must meet and maintain certain high performance standards in order to be certified. All testing must be performed according to CAP-FDT guidelines and under CAP-FDT regulated conditions. Because legal defensibility is the focus of the CAP-FDT certification, it covers all laboratory elements to ensure success, from simple collection procedures; through complete chain of custody; high through-put, high-quality processing; to vetted analytical methods performed by appropriately credentialed and trained staff. The CAP-FDT certification covers all matrices and tests offered by the laboratory. Accredited laboratories must be able to demonstrate that all testing is performed under the regulated conditions for all of the requested tests. All confirmed test results are approved by certifying scientists, and results are legally defensible in a court of law.

Cordant participates in four rigorous external quality control programs with the College of American Pathology (CAP) for Drugs of Abuse Confirmations, Pain Management, Ethanol Biomarkers (EtG/EtS), and Adulteration, as well as proficiency testing with the American Association of Bioanalysts (AAB).

Regarding the requirement that the laboratory hold three (3) certifications/accreditations: Department of Health and Human Services (DHHS or "SAMHSA"), Clinical Laboratory Improvements Act (CLIA) and the College of American Pathologists - Forensic Drug Testing (CAP-FDT), it is worth noting that DHHS ("SAMHSA") certification was created *specifically for the purpose of regulating federally mandated workplace drug testing*, not criminal justice testing. Further, SAMHSA regulations and requirements for testing would prevent the County from accessing expanded drug testing panels and would *increase* cost and turnaround time. CAP-FDT certification is the appropriate for the County's drug testing needs and for criminal justice related drug testing; SAMHSA certification would not apply to the County's drug testing program. *Legal defensibility* is the focus of CAP-FDT accreditation. Please see the certifications provided in **Appendix A**.

- b. Conduct a laboratory immunoassay screen on all samples (instant test devices are not permitted);*
- c. All positive immunoassay screens must be run a second time with a new aliquot of the specimen prior to reporting the positive specimen;*

Standard practice in toxicology, especially in legally defensible drug testing, is the practice of performing two tests, distinct from one another, on separate portions of the sample. This first test is considered a presumptive screen that identifies compounds at the drug class level, is qualitative, and does not require significant sample preparation. If the sample is found to be a presumptive positive, a *second portion of the sample with a new aliquot* is then prepared and tested with more specific and sensitive technology that definitively identifies the drug or metabolite present and provides a quantitative value.

Cordant's screening methodologies include:

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

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.

For a result to be legally defensible it must be both screened and confirmed positive by a second aliquot on a separate testing methodology.

Cordant's Confirmation Methodologies include:

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

The confirmatory test must use a physical chemical method distinctly different from the screening method, which 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 (GCFID) 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 is much better suited for biological specimens than GC/MS, including urine, oral fluid and hair specimens. Further, 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).

d. Report the screen results by the completion of the next business day following specimen collection (e.g., screen results for samples collected and shipped on Monday shall be reported on Tuesday.);

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. Urine and oral fluid screening test results are typically reported within 24-36 hours of receipt by the lab. Confirmation test results are released within an additional 24-48 hours after the request for a confirmation test is received or the screening result is released. Methods for result reporting can include secure fax, secure online web portal that is connected to our Laboratory Information Management System, and Cordant Sentry. Our web-based result reporting solutions are role based, and these can easily be configured to send test results to authorized users and/or requesting departments.

If the County elects to use our secure online web portal for results, the County will have the option to receive real time emails alerting them to new results available for viewing within the secured web portal in real time allowing for quick interventions.

Sentry's rich reporting features are described in detail in **Appendix B**.

e. Conduct confirmation via GC/MS or LC-MS/MS as requested by CSCD;

Cordant will use LC-MS/MS for confirmation testing as requested by the County.

f. Retain negative specimens for five (5) business days;

g. Store non-negative samples in secure, frozen store for thirty (30) days;

Our specimen retention procedures exceed those required. At Cordant's Flagstaff laboratory, negative specimens are stored at room temperature for *seven (7) days*. Positive specimens that require long-term storage are stored in a secure walk-in freezer at minus 20° Celsius. Positive screen results are stored for *six (6) months*, and positive confirmations are stored for **twelve (12) months**. Extended storage can be arranged for samples in litigation.

h. Conduct specimen validity testing via creatinine testing on all samples and specific gravity, PH, oxidants when needed.

Every urine specimen is tested for creatinine. The creatinine level provides critical information on potential specimen dilution and provides a warning against possible false negative drug test results. A creatinine level less than 20.0 mg/dL is reported as a diluted specimen. If an abnormality is identified in the initial basic adulteration check and/or creatinine test, an extended and more specific adulteration panel can be performed. Cordant can provide additional validity testing such as pH, specific gravity and general oxidants when requested.

VII. Electronic Chain of Custody: The IMS shall generate a legally defensible electronic chain of custody that fully integrates donor demographic data (name, gender, age, case manager, etc.) and tracks the specimen during all phases of the testing process.

Sentry offers the next generation in specimen collection through 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. Cordant's chain of custody process is designed to properly document all of the steps involved in specimen collection, transfer, receipt, handling and disposal.

Figure 4: 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 E RT 66 SUITE 1
FLAGSTAFF, AZ 86004
AG7130C29

REQUESTED BY: Account, My Training (11773) PRINTED BY: Clancy, Brad (10906) COLLECTED AT: Technical Resource Management TRM 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 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

VIII. Results Reporting: The Provider shall report all test results and related information via the IMS. Specifically, the Provider shall:

a. Report test results for urine and oral fluid on the next business day. Test results for hair and bloods specimens shall be reported within five business days;

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. Urine and oral fluid screening test results are typically reported within 24-36 hours of receipt by the lab. Confirmation test results are released within an additional 24-48 hours after the request for a confirmation test is received or the screening result is released. Although blood testing was not required or priced out, Cordant provides blood testing results within 3-5 days following receipt at the lab. Hair testing results are reported within 5-7 business days.

b. Segment results and test data by supervising case manager;

Sentry's robust reporting features include the ability to segment results by case manager. Please see **Appendix B** for more information and screen shots for this feature.

c. Conduct data analysis on specimen results to discern new use from residual use;

Every presumptive positive and confirmed positive THC result includes normalization for specimen concentration for THC and the creatine level. This normalized ratio can be used to assess new use from residual THC use. As always, our 24-7 Toxicology Hotline and highly trained Client Services staff will be available to help identify new use versus residual use, as needed. Finally, Sentry easily tracks and tabulates results at the participant level, so analysis can be performed to assist with identification of new use scenarios.

d. Assist with results interpretation; and

e. Provide consultation and results interpretation in-person and/or via teleconference on an as needed basis.

Results interpretation and consultation are available via Cordant Client Services team and through our 24/7 Toxicology Hotline. The County's assigned Account Manager can also assist with these needs.

Cordant offers an on-call Toxicologist, available 24/7/365, for urgent results interpretation questions outside of business hours. Our 24/7 Toxicology Hotline is staffed by four board certified 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. Cordant is committed to ensuring the County receives top notch client service and support, including answering difficult drug testing questions in a timely manner.

IX. Information Reporting: The IMS shall provide CSCD with program analytics that aid CSCD in data analysis and report generating functions. Reports shall be sortable by supervising officer and at a minimum shall include:

- a. Detailed and summary results;*
- b. Individual test reports;*
- c. Donor test history;*
- d. An overview all testing activities; and*
- e. Detailed views of the historic and future testing calendars, among others.*

Cordant delivers actionable information to our clients to help improve the outcomes in their programs. Reports are available from:

- Cordant's Data Analytics
- Statistical Reports from LIMS
- Reporting Capabilities of Cordant Sentry™

Cordant's Data Analytics

Our analytics team provides routine and ad hoc reports to trend our customers' drug testing data, detail positivity rates, stratify unexpected results, summarize testing frequency, etc., as well as highlight potentially aberrant behaviors for individual participants. By providing comprehensive analytics at both the population and donor level, our customers gain increased visibility into overall drug use trends in their program, as well as insight into who is at greatest risk for poor outcomes based on drug testing information. Cordant's clinical reporting tools provide valuable and objective understanding of prior drug use that promotes quicker interventions and ultimately improves outcomes. Additionally, the County can utilize our extensive data analytics capabilities to communicate the successes of their programs.

Statistical Reports from LIMS

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 for the County. This report provides an overview of what panels are being ordered, how many are being ordered, and the cumulative costs for each. This 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. Further, Cordant tracks key metrics, including turnaround time for test results and transition time between collection and accessioning. These metrics are closely followed to ensure we meet our internal quality control goals as well as client expectations. Turnaround time reports are available upon request. Please see a sample Statistical Report provided on the following page.

Reporting Capabilities from Cordant Sentry™

In addition to its robust test result reporting capabilities, Sentry provides a wide range of valuable reporting options for the County. Please see **Appendix B** for descriptions and screen shots of some of the report formats that are available in Sentry.

Figure 5: Sample Statistical Report

Period Date Range: 2018-12-01 00:00:00 - 2018-12-31 00:00:00									
Item	Period	Description							
Total Specimens Tested	524	Number of specimens sent to the lab for tests.							
Positive Screened Specimens	143	Of specimens sent, number that had any positive screened tests reported.							
% Positive Screened Specimens	27	Of specimens sent, percentage that had any positive screened tests reported.							
Positive Confirmed Specimens	8	Of specimens sent, number that had any positive confirmed tests reported.							
% Positive Confirmed Specimens	2	Of specimens sent, percentage that had any positive confirmed tests reported.							
Diluted Specimens	37	Of specimens sent, number that had creatinine below 20.							
% Dilute Specimens	7	Of specimens sent, percentage that had creatinine below 20.							
Total Donors	373	Number of unique donors that provided specimen.							
Positive Donors	132	Of unique donors, number that had a positive test reported.							
% Positive Donors	35	Of unique donors, percentage that had a positive test reported.							
# of Collection Issues	52	Number of Specimens with collection Issues.							
Collection Issue Rate	10	Of specimens sent, percentage that had a collection issue reported.							
Month to Date Summary									
Drug	Screened Tests	Screened Positive	Screened % Positive	Confirmed Tests	Confirmed Positive	Confirmed % Positive	Donors	Positive	% Positive
Barbiturates	57	0	0	0	0	0	57	0	0
Benzodiazepine	523	4	1	0	0	0	372	4	1
Cocaine	523	7	1	0	0	0	372	7	2
EtG/ETs	468	35	8	3	2	67	318	35	11
Ethanol	58	0	0	0	0	0	58	0	0
Meth/Amphetamine	523	60	12	5	5	100	372	60	16
Methadone	57	0	0	0	0	0	57	0	0
Opiates/Oxycodone	523	11	2	2	2	100	372	11	3
Phencyclidine (PCP)	57	0	0	0	0	0	57	0	0
Propoxyphene	57	0	0	0	0	0	57	0	0
THC	481	74	15	1	1	100	332	74	22
Multiple Positives									
Benzodiazepine EtG/ETs		2							
Benzodiazepine Meth/Amphetamine		1							
Cocaine EtG/ETs THC		1							
Cocaine THC		2							
EtG/ETs Meth/Amphetamine		5							
EtG/ETs Meth/Amphetamine THC		1							
EtG/ETs THC		10							
Meth/Amphetamine Opiates/Oxycodone		2							
Meth/Amphetamine Opiates/Oxycodone THC		5							
Meth/Amphetamine THC		12							

X. Primary Contact: Provider will designate a primary contact. Such contact may be changed from time to time as communicated by Provider.

Cordant designates Amanda Gibbs, Senior Vice President & General Manager, Behavioral Health, as the primary contact for the County. Amanda will also be the contact for the contracting process and any RFP-related notifications. We will also assign an experienced Account Manager for this contract.

XI. Expert Testimony: Provider shall provide legal affidavits and/or expert testimony upon request. CSCD will work with Provider to provide as much advance notice as possible for expert testimony needs.

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.

The Flagstaff laboratory is certified by the College of American Pathologists with a forensic drug testing specialty (CAP-FDT). Legal defensibility is the focus of this certification, and it includes all laboratory elements to ensure success, from simple collection procedures; through complete chain of custody; high through-put, high-quality processing; to vetted analytical methods performed by appropriately credentialed and trained staff. The CAP-FDT certification covers all matrices and tests offered by the laboratory. Our expert witnesses can provide testimony to defend the veracity of our procedures and the accuracy and reliability of our test results and chain of custody. Cordant's test results for all matrices have been accepted as evidence in multiple jurisdictions across the country. Cordant's senior toxicologists will be the individuals providing expert witness testimony on behalf of the County. These individuals have in-depth knowledge of not only the laboratory processes but are also experts in the field of forensic toxicology.

When legal support is necessary, Cordant can provide testimony and/or written affidavits as follows:

- **Custodian of Records Affidavit:** This is the most basic legal support document. It is a business records affidavit that is signed and notarized and includes laboratory-generated reports and external chain of custody records. It is sent via mail or encrypted email and can be produced in 24-48 hours.
- **Affidavit of the Certifying Scientist:** This is the most commonly requested legal support document. It has largely replaced the need for testimony and is most convenient for the clients and courts because no scheduling between experts and courts is required. The Affidavits of the Certifying Scientist are signed/notarized, can be produced within 24-48 hours, are sent via encrypted email or mail and include:
 - Summary of laboratory certifications;
 - Quality Assurance (QA) practices;
 - Analytical attestation and method by the Certifying Scientist;

- Business Records attestation;
 - Laboratory Report; and
 - External Chain of Custody.
- **Litigation Packet:** The Litigation Packet includes a signed/notarized attestation of review and acceptance by one of the expert witnesses, the Laboratory Report, Internal and External Chain of Custody, and additional confirmatory documentation that provides more detailed support of the final results. The Litigation Packet is most often used when In-Person testimony is anticipated and can often provide enough evidence to support the process and results, that testimony is no longer needed. Litigation Packets require seven (7) calendar days to complete. They are delivered via FedEx.
 - **Telephonic or Skype/Video-Conferencing:** 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.
 - **In-Person Testimony:** All requests for in-person testimony require two (2) weeks prior notice.

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.

XII. Newsletter: Provider shall provide a free electronic newsletter, published monthly that covers topics in the criminal justice and public safety markets, including topics on emerging trends in the manufacturing and abuse of designer drugs and research and reporting on issues related to substance abuse.

Cordant is *fully* committed to training our clients and keeping them abreast of topics in the criminal justice and public safety markets, including emerging trends around common drugs, designer drugs, substance abuse issues and patterns, treatment approaches and more, to support and enhance their program goals. The manner in which we educate and keep customers up to date is ample but simply doesn't include a static monthly newsletter.

Instead, Cordant provides **regular email updates** on important topics in the drug testing industry (see sample provided on the following pages). We also provide **monthly webinars**, as described below in response to **Scope Item XIII**. In addition, there is a wealth of information on Cordant's web site and in our online libraries, covering a wide array of topics regarding the drug testing industry, substance abuse, toxicology, treatment, etc. **These are available to the at any time.** Please view the information available at:

- <http://cordantsolutions.com/cordant-videos/>
- <http://cordantsolutions.com/drug-education-resource-library/>.
- <https://www.youtube.com/channel/UCvgOEn8FmTk-DahO4bN9Vrg>.

Cordant
Health Solutions®



Justice with Compassion – A Call for Integration of Medication-Assisted Treatment into the Criminal Justice System

There are some significant differences in how the public feels about addressing drug-related crime. In fact, it is safe to say that opinions reach both ends of the spectrum. I recently had an interesting discussion with the CEO of a prominent treatment organization about how most people truly do not understand the connection and relationship of underlying conditions of substance use disorder, mental health disorders and drug-related crimes, creating the stigma that plagues the recovery space. When these underlying conditions are not addressed, a cycle of relapse and recidivism are perpetuated.

Substance use and mental health disorders are more common than you may think. The most recent statistics show that in our general population, more than 20 million Americans have a substance use disorder, 1 in 5 adults have a mental health condition, and 9.2 million have co-occurring substance use and mental health disorders.

But when you look at our prison population, it is clear that individuals with these disorders who are convicted of crimes tragically are more likely to be incarcerated than treated. A shocking 85% of inmates have an active substance use disorder or were incarcerated for a crime involving drugs or drug use. And inmates with opioid use disorder are 74 times more likely to overdose in the first two weeks after their release. We know that science shows that comprehensive substance use treatment reduces relapse and recidivism. We must continue to support incarceration alternatives.

Drug courts, treatment courts and mental health courts are all excellent ways for offenders to be shown compassion and treatment versus punitive action by providing structure and evidence-based treatment modalities. These vehicles give access to counseling and medication-assisted treatment (MAT), which has been proven to improve abstinence and adherence to treatment programs, into the criminal justice system.

Treatment courts are not "soft on crime," nor are they "replacing one addiction for another." Regardless of how you feel about MAT, the science proves that abstinence is the cornerstone of recovery, whether it's achieved through treatment with medications like buprenorphine or other means. In the first 12 months of recovery, there is a 40–60% chance of relapse. All it takes is one hit of an opioid or an emotional trigger for the brain to relapse. Once the pain of withdrawal kicks in after the craving sets in, the need for the drug has begun. This is true for all opioids, including common medications prescribed for pain. However, recovery is possible! The brain can and will rewire itself with proper treatment and abstinence.

There can be justice with treatment. Everyone deserves compassion, humanity, and dignity. When we start treating the underlying conditions of drug-related crimes by utilizing incarceration alternatives such as treatment courts, we can stop the cycle. I am not the first person to say this, and I will not be last— **incarceration is not a level of care in the recovery process.**

May is National Drug Court Month. Applaud with me the dedication of treatment and mental health court professionals in this challenging work. Also, celebrate the stories of the graduates of treatment and mental health courts. These individuals have worked very hard to develop a new outcome for themselves and their families.

Sincerely,
Decia Stenzel
Executive Vice President, Behavioral Health
Cordant Health Solutions
Photo credit: National Association of Drug Court Professionals nadcp.org

XIII. Training & Orientation Sessions: Provider will conduct training and orientation sessions for judges, attorneys, and CSCD staff with respect to alcohol and drug testing process. Provider will work with CSCD to mutually schedule the training and orientation sessions.

Training Opportunities for County Staff

If the County desires training on specimen collections or other toxicology topics, we have a wealth of training opportunities available. Our available curriculum is designed to ensure your staff, judges and attorneys are fully trained and up to date in all key areas, and includes (as needed):

- Account Setup/Onboarding Training
- Cordant Sentry™ Training
- General Toxicology Training & Trends
- Specimen Collection Training

Account Setup/Onboarding Training

Initial onboarding training typically consists of introductory topics such as sample collection, including completion of the Chain of Custody form, Sentry portal test ordering and results reporting, billing portal usage and result interpretation.

Cordant Sentry™ Training

Cordant will provide training for our online drug testing management application, Cordant Sentry™. This is a hands-on technical training offering a full in-depth understanding of how scheduling, reporting and other key Sentry features work. A training manual is provided that includes navigation of the basic functions, along with screenshots. The training is typically provided via live webinars using Zoom, and there is a question and answer period after the training.

General Toxicology Training & Trends

Cordant can provide County staff with many training opportunities on general toxicology topics and trends. As noted above, County staff, judges, and attorneys will receive initial client set up trainings to include Sentry training, requisitions, collections (if applicable) and basic toxicology training and results interpretation. Ongoing training via live web conference is included at no additional charge. Additionally, in person trainings may be conducted on an agreed-upon basis. We will work with County staff to schedule ongoing training as needed. We also can provide customized trainings to address specific needs.

Online Recorded Webinars and Reference Resources

Cordant offers substantial online resources for training and result interpretation, including recorded webinars on a wide range of toxicology topics. Three online resource areas are provided, as noted below:

- **Educational Webinars** - Cordant's 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.
- **Drug Resource Library** - A wealth of information is available to County 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 on new and emerging drug trends.
- **YouTube Channel** - Cordant also has a YouTube channel where a number of informative videos are posted, located at: <https://www.youtube.com/channel/UCvgOEn8FmTk-DahO4bN9Vrg>.

XIV. Monthly Account Summary: Provider will report testing fees and patient co-pays to provide a monthly account summary and invoice within ten (10) calendar days following the completion of a month. Additional invoice analysis or reporting requirements may incur additional fees.

Cordant is committed to a smooth, accurate and transparent billing process for its customers. Our billing teams are structured in a way that addresses the unique needs of our clients and their patients. For clients that we bill directly for services, as is the case with most governmental agencies, we have a billing team dedicated to this client base.

Our Laboratory Information Management System is interfaced with our billing system to ensure that the testing billed to a customer is based on the testing performed in the laboratory. Once testing is completed on a sample and the result has been reported, the transaction will be communicated from our LIMS to our Billing system for inclusion on the invoice. (*Important note:* testing charges are not billed to a customer until the result has been reported to the customer. As such, there may be cross-over at the end of the month for samples that were received on the last day of the month. These samples would not be reported until the first of the next month.) Invoices are sent to our customers monthly, and our standard payment terms are Net 30.

Cordant offers a robust client billing portal that we recommend all clients utilize. Our client billing portal allows designated personnel to view, download and pay current and previous invoices. Features of the billing center include:

- Ability to review current and prior month invoices in PDF or Excel formats;
- Online payment options;
- E-mail notifications when an invoice is issued;
- E-mail notice of billing errors occurring on accession claims (only applicable if we are billing third-parties for testing);
- Methods to contact Cordant and solve any billing errors; and

- Client Administrator controls, giving the County administrators the ability to add, modify and de-activate Billing Center user accounts.

In addition to the monthly invoice, there are several standard invoice reports that can be provided to a client upon request:

- Invoice summary sheets – the County can see their volume of billed charges month over month and review for budgeting purposes.
- Invoice reports - matches tests to the monthly charges billed.
- Ordered test report - shows each test code ordered for each patient.
- Payment reports - show the client's payment history.

Clients can obtain their invoices in excel and PDF via the online portal.

Appendix A – Flagstaff Laboratory Certifications

Cordant's Flagstaff laboratory holds accreditation from the College of American Pathologists for Forensic Drug Testing (CAP-FDT), licensure from Clinical Laboratory Improvement Amendments (CLIA) in Toxicology as well as licenses and permits from states where additional licensing is mandated, including Texas, California, Pennsylvania, New York, Florida and Maryland.


Flagstaff Laboratory Certification – CAP-FDT



Our Flagstaff laboratory has continuously maintained its CAP-FDT accreditation since first becoming accredited in September 2000. At Cordant's Flagstaff lab, **all testing is performed according to CAP-FDT guidelines and under CAP-FDT regulated conditions**. All confirmed test results are approved by certifying scientists, and results are legally defensible in a court of law. A CAP-FDT forensic certification is noteworthy because it demonstrates the laboratory must meet and maintain certain performance standards in order to be certified. **It is critical that any accredited laboratory be able to demonstrate that all testing is performed under the regulated conditions for all of the requested tests.**

We also participate in four rigorous external quality control programs with the College of American Pathology (CAP) for Drugs of Abuse Confirmations, Pain Management, Ethanol Biomarkers (EtG/EtS), and Adulteration as well as proficiency testing with the American Association of Bioanalysts (AAB).

CAP-FDT certification includes biennial onsite inspections by peer laboratories within our industry. These rigorous inspections audit every facet of the laboratory process including, but not limited to, equipment maintenance, testing validations, quality control, standards and reagents preparations, health and safety, laboratory and results security, chain of custody, lab director review processes, proficiency testing, staff qualification and training, and litigation processes. The quality of the results produced are continuously monitored by proficiency testing (PT) CAP program sets. The laboratory has never failed a PT event or an inspection from the above-mentioned agencies.



**COLLEGE of AMERICAN
PATHOLOGISTS**

CAP #: 6913001
AU ID: 1334964
Feb 08, 2021

Aaron Brown, PhD
Cordant Health Solutions
Laboratory
1760 E Route 66 Ste 1
Flagstaff, AZ 86004-5119

Dear Dr. Brown:

The College of American Pathologists (CAP) is closely monitoring the coronavirus (COVID-19) situation as it relates to upcoming inspections. We understand that the outbreak is impacting your laboratory operations and our inspector's ability to travel. The health and safety of you and your staff along with that of our inspection teams is of utmost importance to us during this time of uncertainty. As such, we may need to delay CAP inspections beyond your anniversary date.

Cordant Health Solutions-Laboratory, in Flagstaff, AZ under the direction of Aaron Brown, PhD is accredited by the CAP's Laboratory Accreditation Program. Accreditation is a continual process and a laboratory will **remain accredited** until otherwise notified. Accreditation does not terminate on the reinspection due date of the CAP Accreditation certificate.

The CAP will make every effort to have your inspection completed within the expected inspection window. We will contact you if COVID-19 affects the timeframe for your inspection. If your organization has measures in place that will inhibit an inspection team's access or you have any questions, please call 800-323-4040, option 1.

Sincerely,

Eva Vazquez
Inspection Assignments Team
CAP Accreditation Programs
College of American Pathologists
Phone: 1-800-323-4040 x7741
Email: evazquez@cap.org

325 Waukegan Rd.
Northfield, IL 60093
800-323-4040 | cap.org


Flagstaff Laboratory Certification - CLIA

Note: CLIA inspections are significantly delayed. Cordant has been advised by the Office of Laboratory Licensing and Certification that monthly extensions are being issued (but not new certificates) until the office is caught up. The certification below is current and valid, as supported by the documentation that follows.

**CENTERS FOR MEDICARE & MEDICAID SERVICES
CLINICAL LABORATORY IMPROVEMENT AMENDMENTS
CERTIFICATE OF COMPLIANCE**

<p>LABORATORY NAME AND ADDRESS CORDANT HEALTH SOLUTIONS 1760 E ROUTE 66, SUITE 1 FLAGSTAFF, AZ 86004</p>	<p>CLIA ID NUMBER 03D0936918</p>
<p>LABORATORY DIRECTOR AARON BROWN Ph.D.</p>	<p>EFFECTIVE DATE 06/18/2020</p> <p>EXPIRATION DATE 06/17/2022</p>

Pursuant to Section 353 of the Public Health Services Act (42 U.S.C. 263a) as revised by the Clinical Laboratory Improvement Amendments (CLIA), the above named laboratory located at the address shown hereon (and other approved locations) may accept human specimens for the purposes of performing laboratory examinations or procedures.
This certificate shall be valid until the expiration date above, but is subject to revocation, suspension, limitation, or other sanctions for violation of the Act or the regulations promulgated thereunder.





Karen W. Dyer
Karen W. Dyer, Director
Division of Laboratory Services
Survey and Certification Group
Center for Clinical Standards and Quality

Z23 Cets2_062320

If you currently hold a Certificate of Compliance or Certificate of Accreditation, below is a list of the laboratory specialties/subspecialties you are certified to perform and their effective date:

LAB CERTIFICATION (CODE)	EFFECTIVE DATE	LAB CERTIFICATION (CODE)	EFFECTIVE DATE
TOXICOLOGY (340)	01/14/2000		

FOR MORE INFORMATION ABOUT CLIA, VISIT OUR WEBSITE AT WWW.CMS.GOV/CLIA OR CONTACT YOUR LOCAL STATE AGENCY. PLEASE SEE THE REVERSE FOR YOUR STATE AGENCY'S ADDRESS AND PHONE NUMBER.
PLEASE CONTACT YOUR STATE AGENCY FOR ANY CHANGES TO YOUR CURRENT CERTIFICATE.

Flagstaff Laboratory Certification – CLIA Monthly Extension

Jeremy Shinoda

From: Marcie Bentley <marcie.bentley@azdhs.gov>
Sent: Monday, August 1, 2022 3:11 PM
To: Jeremy Shinoda
Cc: Aaron Brown; Timothy Gossman; Micki Shannon; Ian Sobolewski
Subject: Re: CLIA 03D0936918, updated screen print, expiration extension request
Attachments: 0936918.pdf

Hello Jeremy,

Please see the attached screen print showing the extended expiration date to 8/31/22.

Thanks,

Marcie

Marcie Bentley
 CLIA Program Manager
 AZDHS, Office of Laboratory Licensing and Certification
 Ph: 602-364-0738
 Fax: 602-364-0759
Marcie.bentley@azdhs.gov

CLIA 116

CLIA # 03D0936918 Name CORDANT HEALTH SOLUTIONS

Enforcement Action Extension No Yes

Certificate Inquiry

CWF Date 02/28/2023 Compliance Certificate Effective Date 06/18/2020 Last Survey Date 12/12/2019 Last AO Inspection Date

Cert Status	Certificate	Class Code	Effective Date	Expiration Date	Mailed Date	Termination Code	H Ap
Pending	1 Compliance	Regular	06/18/2022	06/17/2024		00 Active Provider	1
Current	1 Compliance	Regular	06/18/2020	<u>08/31/2022</u>	06/23/2020	00 Active Provider	1
History	1 Compliance	Regular	06/18/2018	06/17/2020	12/11/2018	00 Active Provider	1
History	1 Compliance	Regular	06/18/2016	06/17/2018	07/26/2016	00 Active Provider	1
History	1 Compliance	Regular	06/18/2014	06/17/2016	05/05/2015	00 Active Provider	1
History	1 Compliance	Regular	06/18/2012	06/17/2014	03/02/2013	00 Active Provider	1
History	1 Compliance	Regular	06/18/2010	06/17/2012	05/22/2010	00 Active Provider	1
History	1 Compliance	Regular	06/18/2008	06/17/2010	05/24/2008	00 Active Provider	1
History	1 Compliance	Regular	06/18/2006	06/17/2008	05/23/2006	00 Active Provider	1
History	1 Compliance	Regular	06/18/2004	06/17/2006	05/25/2004	00 Active Provider	1
History	1 Compliance	Regular	06/18/2002	06/17/2004	06/13/2002	00 Active Provider	1
History	1 Compliance	Regular	06/18/2000	06/17/2002	05/24/2000	00 Active Provider	1
History	1 Compliance	Regular	06/18/1998	06/17/2000	09/23/1998	00 Active Provider	1
History	9 Registration	Regular	12/04/1997	06/17/1998	01/28/1998	00 Active Provider	1

Generate Replacement Certificate

Override Adjustment Edits No Yes 06/14/2000

Outstanding Balance .00

Appendix B – Cordant Sentry™

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;
- Support for evidence-based practices;
- Information sharing and permissions;
- Result reporting features;
- Compliance reporting
- Expanded reporting; and
- Collection focused features.

*Excerpt from **Adult Drug Court Best Practice Standards, Volume II** (from the **National Association of Drug Court Professionals**)*

“Certainty is one of the most influential factors for success in a behavior modification program. Outcomes improve significantly when detection of substance use is likely, and participants receive incentives for abstinence and sanctions or treatment adjustments for positive test results. Therefore, the success of any Drug Court will depend, in part, on the reliable monitoring of substance use.”

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

The screenshot shows a web form titled "Adding New Case" within the Sentry application. The form is organized into several sections. On the left, there are input fields for "Name Prefix" (with a hint "(Mr., Ms, etc)"), "First Name", "Middle Name" (with a hint "(or initial)"), "Last Name", and "Name Suffix" (with a hint "(Jr., Sr., etc)"). Below these is a section for "Enter at least one:" containing "SSN:" and "Case #:". To the right, there are "IVR Code:", "IVR Start:" (with a calendar icon), and "IVR End:" (with a calendar icon). Below that are "Address 1:", "Address 2:", "City:", "St:" (with a dropdown), and "Zip:". A "Phone:" field is also present. At the bottom left, there are dropdown menus for "Race:" (with "-- Choose --"), "Sex:" (with "-- Choose --"), and "DOB:" (with "Month", "Day", and "Year" dropdowns). At the bottom right, there is an "Other information:" text area. At the very bottom, there are two buttons: "Create Case" and "Cancel".

Random Schedule Management

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 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.

“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

“The schedule of drug and alcohol testing is random and unpredictable.”

- NADCP Best Practice Standards, Volume II

“Test specimens are examined for all unauthorized substances of abuse that are suspected to be used by Drug Court participants. Randomly selected specimens are tested periodically for a broader range of substances to detect new substances of abuse that might be emerging in the Drug Court population.”

- NADCP Best Practice Standards, Volume II

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.

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.

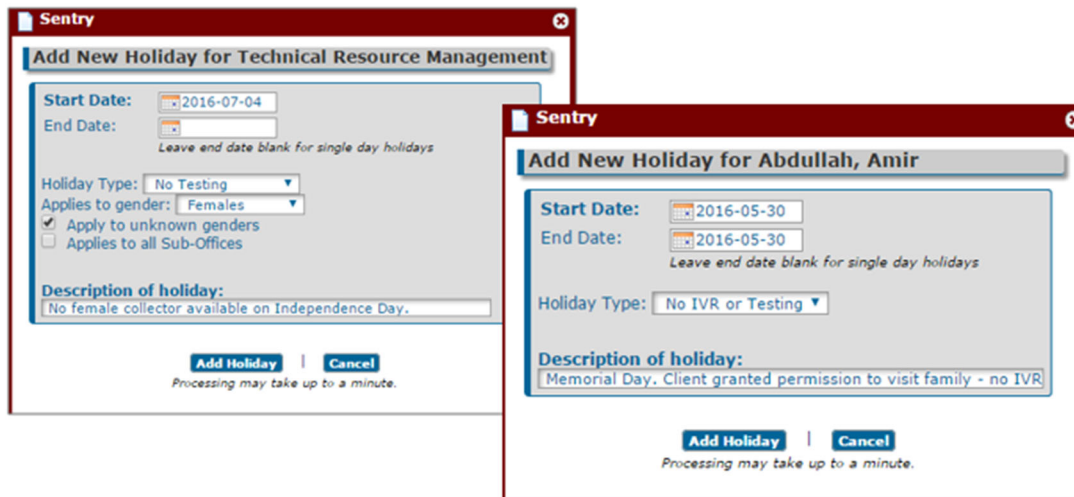
Randomization Screens from Cordant Sentry™

The screenshot displays the Sentry software interface. At the top, there are tabs for 'Testing Schedules', 'Add Schedule', and 'Schedule single test'. Below this is a table with columns: Source, Frequency, Start Date, End Date, Tests to Run, and Description. Two rows are visible: 'Group' with '1 / Week + 15%' frequency and '280' tests, and another 'Group' with '1 / Quarter + 0%' frequency and '3701' tests. Below the table is a 'Holiday Schedule' section with an 'Add Holiday' button and a 'View' button. The 'Your Client Groups' section shows various categories: 'High Risk (4 Clients) 4x week', 'Low Risk (0 Clients) 1x per month + 20% surprise', 'One Time Testing (3 Clients) Manually schedule tests for all probationers in this group', 'Phase 1 (3 Clients) 3x per week + 30% surprise', 'Phase 2 (1 Client) 2x week + 30% surprise', and 'Phase 3 (7 Clients) 2x week + 30% surprise'. A 'Case Info' tab is selected, showing 'Testing Schedule' and 'IVR Call Log'. A 'Chosen Randomization Dates' table is at the bottom, listing dates from 06/30/2016 to 06/21/2016 with columns for Source, Scheduled By, Frequency, Tests to Run, and Description. A 'New Randomization Schedule' dialog box is open, showing 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, 22 - URINE: 7 DRUG SCREEN), frequency settings (1 times per Week), and date fields. Buttons for 'Create Schedule' and 'Cancel' are at the bottom of the dialog.

Holiday Scheduling

Sentry allows the agency 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.

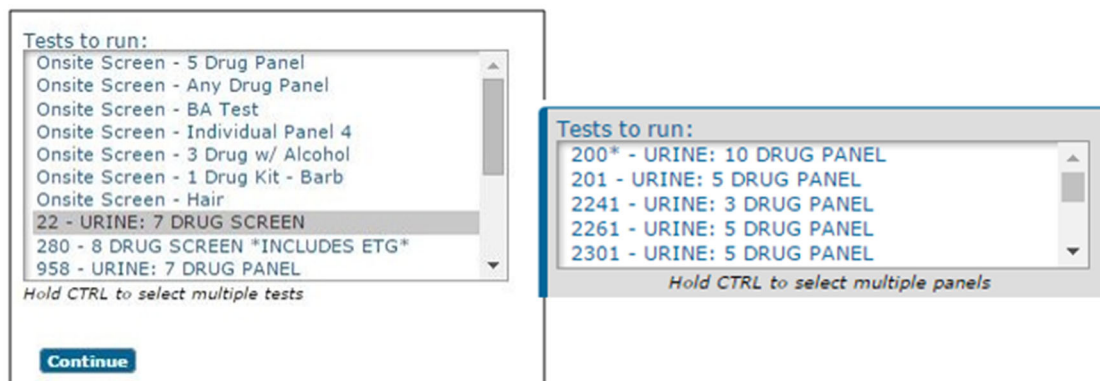
Holiday Scheduling in Sentry



Customized Panel and Testing Selections

The testing options that are set up in Sentry will be customized to meet the requirements of the agency. 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 agency 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



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.

Clients 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

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

“Limiting the time delay between notification of an impending drug or alcohol test and collection of the test specimen is essential.”

- NADCP Best Practice Standards, Volume II

Key Sentry Feature:

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

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.

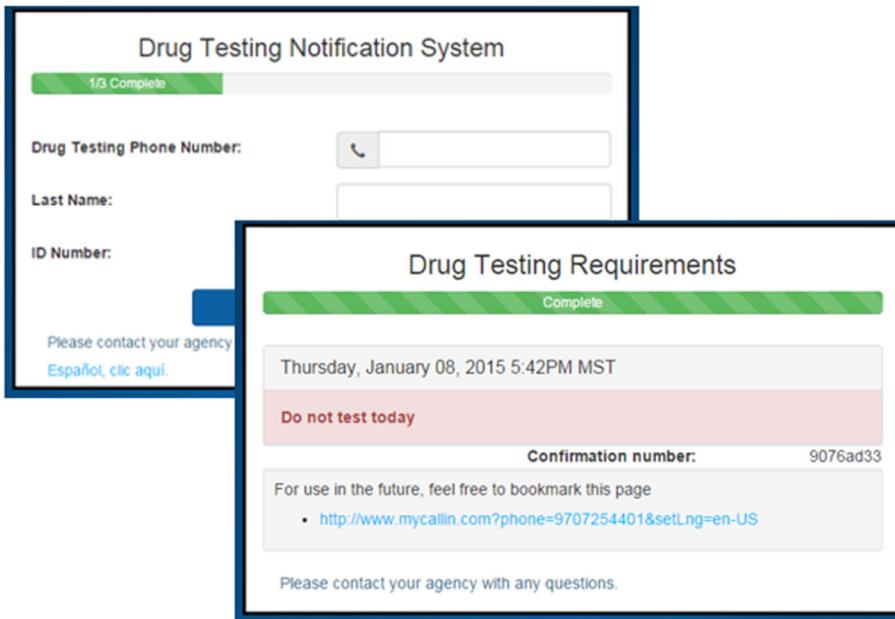
- **Phone** - Participants call a local phone number to hear if it is their day to test. The interactive voice response (IVR) system documents the date, time, the caller ID (CID) number, and the CID name used by client when calling into the system to check if it is their day to test.
- **Web** - Web-based 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.

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

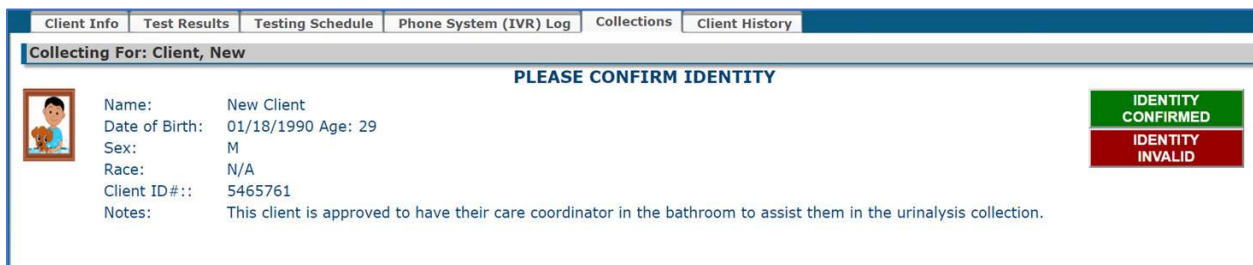
Web-Based Check-In Screens in Sentry



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



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.

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 TRM TRM, INC. NEW HIRE P.O. BOX 70000 FLAGSTAFF, AZ 86004	DONOR NAME (OR SPECIMEN I.D.) LAST: Downer FIRST: Debbie M.I.: 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 07/13/2016	<table border="1"> <tr> <td>DATE COLLECTED</td> <td>TIME COLLECTED</td> <td>DATE OF BIRTH</td> <td>SEX</td> <td>RACE</td> </tr> <tr> <td>07/13/2016</td> <td>13:25 MDT</td> <td>01/18/1933</td> <td><input type="radio"/> M <input checked="" type="radio"/> F</td> <td>W</td> </tr> </table> LIST PRESCRIPTION & OVER THE COUNTER MEDICATIONS TAKEN IN THE LAST 10 DAYS TEMP (90-100 F) <input type="checkbox"/>	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
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							

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

Collection Violations (1) [dismiss all]
Betsy, Bitter (1)

System Notices (3) [dismiss all]
Prescription medication expiration notice (1)
Prescription medication expiration notice (1)
Prescription medication expiration notice (1)

Missed Calls (9) [dismiss all]
Baggins, Bilbof (8)
Dummies, Scott (8) [dismiss]
Dummy, Scott (8)
Dummy, Scott (8)
Gatewood, Marva (8)
Leshoure, Samantha M (8)
Naber, Scott (8)
Nabor, Scott (8)
Schmo, Joe (8)

Missed Scheduled Tests (9) [dismiss all]
Baggins, Bilbof (5)
Dummies, Scott (3)
Dummy, Scott (4)
Dummy, Scott (4)
Gatewood, Marva (3)
Leshoure, Samantha M (3)
Naber, Scott (1)
Nabor, Scott (3)
Schmo, Joe (3)

Support for 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.

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;

"A dedicated multidisciplinary team of professionals manages the day-to-day operations of the Drug Court, including reviewing participant progress during pre-court staff meetings and status hearings, contributing observations and recommendations within team members' respective areas of expertise, and delivering or overseeing the delivery of legal, treatment and supervision services."

-NADCP Best Practice Standards, Volume II

Key Sentry Features:

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

- 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 several 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

Sample Test History Report for Officer/Case Manager Group

Recent Activity	Your Probationer Groups	Granted Probationers	Reporting	Office Setup	Admin: Offices	Admin: Officers		
Probationers to Include: Probationers in My Office <input type="checkbox"/> Granted Probationers								
Display Report								
Collection Date	Result Date	Accession	COC	Result	Forgiven	Creatinine	Abnormal Reason	Name
09/12/2019	09/17/2019			Normal	No	223.5		
09/11/2019	09/17/2019			Normal	No	84.9		
09/12/2019	09/17/2019			Normal	No	119.5		
09/12/2019	09/17/2019			Normal	No	145.8		
09/12/2019	09/16/2019			Abnormal	No	364.1	Marijuana	
09/12/2019	09/16/2019			Abnormal	No	184.7	Marijuana	
09/12/2019	09/16/2019			Abnormal	No	25.3	Marijuana	
09/12/2019	09/16/2019			Issue / Normal	No	150.6	Fault	
09/12/2019	09/16/2019			Normal	No	179.9		
09/12/2019	09/16/2019			Normal	No	131.3		
09/12/2019	09/16/2019			Abnormal	No	172.7	Marijuana	
09/12/2019	09/16/2019			Abnormal	No	272.5	Marijuana	
09/06/2019	09/16/2019			Issue / Normal	No	113.0	Issue	
09/11/2019	09/13/2019			Normal	No	170.0		
09/11/2019	09/13/2019			Abnormal	No	114.6	Cocaine	
09/11/2019	09/13/2019			Normal	No	65.2		
09/11/2019	09/13/2019			Abnormal	No	226.9	Marijuana	
09/11/2019	09/13/2019			Abnormal	No	210.1	Marijuana	
09/10/2019	09/13/2019			Abnormal	No	306.2	Marijuana,See Report,Cocaine	

Sample Test History Report for an Individual Client

Case Info	Test Results	Testing Schedule	IVR Call Log	Case History		
Test Results 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	AF408037E	Issue / Abnormal - Not Forgiven	Violation Attempt

Compliance Reporting

Sentry can also provide a valuable Compliance Report that provides an overview of an individual participant's compliance with the agency's or court's requirements. The Compliance Report is a patient-specific log that includes both compliance with the call-in requirements, whether they provided specimens when required, and whether any positive results were obtained from the drug test. The Compliance Report also provides a participant's compliance score for various time periods, including the past 30, 60 and 90 days, as well as score for the past 6 months and the past year. Below is a screen shot of a Compliance Report.

Sample Sentry Compliance Report

Case Compliance Report

Report Generated: 2019-10-06 17:09:31 MST
Case: -
Page: 1 of 2

Report Summary

Group: Treatment Court - 2x Week

Case #: 31471
IVR Code: 31471
Race: W
Gender: F
SSN: -
DOB: 11-03-1993
Address: -
City: -
County: -
State: -
Zip: -
Phone: -
Memo: -

Compliance Score 30 day: 100
Compliance Score 60 day: 65
Compliance Score 90 day: 58
Compliance Score 180 day: 38
Compliance Score 365 day: 23

Missed calls: 0
Total unforgiven missed tests: 0
Abnormal/Issue tests: 0

Schedules:

7 Drug Panel w/ EtG: 2016/09/23 - 2017/03/26
- 1229: URINE: 7 DRUG PANEL W/ ETG
2017/03/27 - Current
- 1360: URINE: 9 DRUG PANEL W/BUP

Case Compliance Report

Report Generated: 2019-10-06 17:09:31 MST
Case: -
Page: 2 of 2

Date	Call Required	Did Call	Test Required	Test Received	Test Result
10/05/2019	Yes	Yes	No	No	
10/04/2019	Yes	Yes	No	No	
10/03/2019	Yes	Yes	Yes	AKA031B0F	Pending
10/02/2019	Yes	Yes	No	No	
10/01/2019	Yes	Yes	Yes	AKA0119E8	Normal
09/30/2019	Yes	Yes	No	No	
09/29/2019	Yes	Yes	No	No	
09/28/2019	Yes	Yes	No	No	
09/27/2019	Yes	Yes	Yes	AK927289E	Normal
09/26/2019	Yes	Yes	No	No	
09/25/2019	Yes	Yes	Yes	AK9252378	Normal
09/24/2019	Yes	Yes	No	No	
09/23/2019	Yes	Yes	No	No	
09/22/2019	Yes	Yes	No	No	
09/21/2019	Yes	Yes	No	No	
09/20/2019	Yes	Yes	Yes	AK920251B	Normal
09/19/2019	Yes	Yes	No	No	
09/18/2019	Yes	Yes	No	No	
09/17/2019	Yes	Yes	Yes	AK9172799	Normal
09/16/2019	Yes	Yes	No	No	
09/15/2019	Yes	Yes	Yes	AK9150301	Normal
09/14/2019	Yes	Yes	No	No	
09/13/2019	Yes	Yes	No	No	
09/12/2019	Yes	Yes	No	No	
09/11/2019	Yes	Yes	No	No	
09/10/2019	Yes	Yes	No	No	
09/09/2019	Yes	Yes	Yes	AK9091C84	Normal
09/08/2019	Yes	Yes	No	No	
09/07/2019	Yes	Yes	No	No	
09/06/2019	Yes	Yes	No	No	
09/05/2019	Yes	Yes	Yes	AK905236C	Normal
09/04/2019	Yes	Yes	No	No	

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.

Sentry Collection-Focused Features

Testing Today Report

The Testing Today report provides information on participants that are scheduled to test on a specific day. A screen shot of this report is provided below.

Testing Today Report

The screenshot shows the 'Reporting' tab in the Sentry interface. The 'Select Report' dropdown is set to 'Testing Today'. The 'Format' is 'In Browser' and 'Cases to Include' is 'Cases in This Office'. Under 'Fields to Display', 'Name', 'IVR Code', and 'Tests Scheduled' are all checked. A 'Display Report' button is visible below the configuration. Below a dashed line, there is a 'Collect All' button and a table with the following data:

Case	Code	Office	Tests Scheduled
123, abc	869236	Scott's Demo Office-Flagstaff	2050
Baggins, Bilbof	162442	Scott's Demo Office-Flagstaff	280
cabre, joe	236080	Scott's Demo Office-Flagstaff	2050
doe, jane	542441	Scott's Demo Office-Flagstaff	2050

Daily Collections Report

The Daily Collections Report provides information on which participants showed up for their test. 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

Created	Name	Sex	Case #	Tests	COC #
2019-05-01 09:47:38 MST	Betsy, Bitter	F	4567456	2050	AK501142C

Collection Notes Screen

PLEASE CONFIRM IDENTITY

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

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 C – Cordant Comprehensive Test Menu

This Appendix details Cordant’s full drug testing offering across all our laboratories, including drug types and testing modalities.

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-Hydroxyethylflurazepam	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

DRUG CLASS AND DRUG	COMMON PRESCRIPTION BRAND AND NAME	DRUG(S) DETECTED	TESTING MODALITIES AVAILABLE			
			Urine	Oral Fluid	Hair	Blood
Lacosamide	Vimpat	Lacosamide	x	x		
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		
Antidepressants: TCAs						
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
Antidepressants: Non-TCAs						
Bupropion	Wellbutrin, Zyban, Forfivo	Hydroxybupropion, Bupropion	x			
Citalopram/Escitalopram	Celexa, Lexapro	N-Desmethylocitalopram, 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		
Antipsychotics						
Aripiprazole	Abilify	Dehydroaripiprazole, Aripiprazole	x	x		
Brexpiprazole	Rexulti	Brexpiprazole		x		
Chlorpromazine	Thorazine	Chlorpromazine Sulfoxide, Chlorpromazine	x	x		
Clozapine	Clozaril	N-Desmethyleclozapine, 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	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	x	x		
Quetiapine	Seroquel	7-Hydroxyquetiapine, Norquetiapine, Quetiapine	x	x		
Risperidone	Risperdal	9-Hydroxyrisperidone, Risperidone	x	x		
Ziprasidone	Geodon	S-Methyl dihydroziprasidone, Ziprasidone	x	x		
Barbiturates						
Butalbital	Fioricet, Magesic	Butalbital	x	x	x	x
Phenobarbital	Luminal	Phenobarbital	x	x	x	x
Secobarbital	Seconal Sodium	Secobarbital	x	x	x	x
Opiates and Opioids						
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, Dextrophan	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	Dextrophan/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
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
Pregnancy						
Human Growth Hormone	N/A	N/A	x			

DRUG CLASS AND DRUG	COMMON PRESCRIPTION BRAND AND NAME	DRUG(S) DETECTED	TESTING MODALITIES AVAILABLE			
			Urine	Oral Fluid	Hair	Blood
Skeletal Muscle Relaxants						
Carisoprodol	Soma	Carisoprodol, Meprobamate	x	x		x
Cyclobenzaprine	Amrix, Flexeril	Cyclobenzaprine	x	x		x
General Anesthetics						
Ketamine	Ketalar	Norketamine, Ketamine	x	x		x
Illicit						
Cocaine	N/A	Benzoylcegonine, 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
Sedative Hypnotics						
Zolpidem	Ambien	Zolpidem	x	x		x
Zopiclone/Eszopiclone	Lunesta, Imovane	Zopiclone	x	x		
Alkaloids						
Kratom	N/A	7-Hydroxymitragynine, Mitragynine	x			
Synthetic Stimulants & Cathinones (Bath Salts)						
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			
Nicotine						
Nicotine	N/A	Cotinine	x	x		
Synthetic Cannabinoids (Spice/K2)						
5-F-AB-PINACA N-4-OH Pentyl	N/A	5-F-AB-PINACA N-4-OH Pentyl	x			
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			

DRUG CLASS AND DRUG	COMMON PRESCRIPTION BRAND AND NAME	DRUG(S) DETECTED	TESTING MODALITIES AVAILABLE			
			Urine	Oral Fluid	Hair	Blood
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			
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			

DRUG CLASS AND DRUG	COMMON PRESCRIPTION BRAND AND NAME	DRUG(S) DETECTED	TESTING MODALITIES AVAILABLE			
			Urine	Oral Fluid	Hair	Blood
MAB CHIMNACA	N/A	MAB CHIMNACA	x			
Validity Testing						
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			