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DRUG TESTING ADMINISTRATION

Responsible Office: Human Resources Department

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Approved by

/s/ Kenneth L. Newton

(for) Joyce M. Short
Deputy Director

02/29/2008

Date

NSSC Service Delivery Guide	NSSC-HR-SDG-0002 Revision D
	Number
	Effective Date: January 25, 2008
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Responsible Office: Human Resources Department	
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NSSC Service Delivery Guide	NSSC-HR-SDG-0002	Revision D
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 4 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		

TABLE OF CONTENTS

DRUG TESTING ADMINISTRATION.....	5
Introduction.....	5
PROCESS 1 – RANDOM DRUG TESTING.....	7
Roles & Responsibilities	7
METRICS - RANDOM DRUG TESTING	11
PROCESS 2 – REASONABLE SUSPICION TESTING	12
Roles & Responsibilities	12
METRICS – REASONABLE SUSPICION TESTING.....	15
PROCESS 3 – POST-ACCIDENT AND/OR UNSAFE PRACTICE TESTING.....	16
Roles & Responsibilities	16
METRICS – POST ACCIDENT AND/OR UNSAFE PRACTICE TESTING	19
PROCESS 4 – FOLLOW-UP TESTING.....	20
Roles & Responsibilities	20
METRICS – FOLLOWUP TESTING.....	23
PROCESS 5 – PRE-EMPLOYMENT TESTING.....	24
Roles & Responsibilities	24
METRICS – PRE-EMPLOYMENT TESTING	26
PRIVACY DATA.....	27
SYSTEM COMPONENTS.....	28
Existing Systems	28
New Systems.....	28
CONTACT CENTER STRATEGY.....	29

APPENDIX

Appendix A-Drug Testing-Random Drug Testing (includes Voluntary Testing)	30
Appendix B-Drug Testing-Reasonable Suspicion Testing	34
Appendix C-Drug Testing-Post Accident and/or Unsafe Practice Testing	37
Appendix D-Drug Testing-Follow-Up Testing	41
Appendix E-Drug Testing-Pre-Employment Testing	45

NSSC Service Delivery Guide	NSSC-HR-SDG-0002	Revision D
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 5 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		

DRUG TESTING ADMINISTRATION

Introduction

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) is responsible for the overall administration of NASA's Drug-Free Workplace Program (DFWP). NASA Procedural Requirements (NPR) 3792.1B (NASA Plan for a Drug-Free Workplace), in conjunction with Department of Health and Human Services' Mandatory Guidelines for Federal Drug Testing Programs, provides NASA's drug testing administration policy and procedures.

This guide outlines the duties that are assigned to NSSC as the overall drug testing program administrator. There are three major areas of responsibility:

- a. Selecting and managing contractors to conduct the actual drug testing (i.e., specimen collection, laboratory analysis, and specimen quality control);
- b. Establishing and coordinating testing dates with these contractors and each of the Centers (includes Headquarters) to include arranging for logistics support (e.g., location, contractor access, specimen kits/shipping supplies);
- c. Procuring and managing the software and technical support required to properly identify (i.e., maintain current list of Testing Designated Positions (TDPs)), generate random test lists, issue and maintain 30-day notices, notify randomly selected employees (i.e., deliver employee notification letters of scheduled test to administrative officers, deliver employee notification letters of results to employees), and record test results.

NSSC will also monitor the testing process and coordinate with Human Resources Offices (HROs) to resolve any issues (e.g., no-shows, test refusals). The program consists of five types of testing: Random, Reasonable Suspicion, Post-accident and/or Unsafe Practice, Follow-up, and Pre-employment.

- a. Random – testing of randomly selected employees assigned to TDPs. Employees in non-TDPs may volunteer to be included in the random testing pool.
- b. Reasonable Suspicion – testing directed by a supervisor, after conferring with higher-level supervisor and General Counsel, when there is evidence of on-duty illegal drug use or impairment by any employee or off-duty drug use by an employee in a TDP.
- c. Post-accident and/or Unsafe Practice – testing required when, based on an accident or incident when such circumstances involve 1) a death or personal injury requiring immediate hospitalization or 2) damage to government or private property estimated to be in excess of \$10,000, an employee's actions are reasonably suspected of having caused or contributed to the accident or incident by a NASA employee.

NSSC Service Delivery Guide	NSSC-HR-SDG-0002	Revision D
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 6 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		

- d. Follow-up – unannounced testing conducted as agreed to in a Last Chance Agreement after an employee who tested positive or who voluntarily admitted use of illegal drugs successfully completes a rehabilitation program.
- e. Pre-employment – testing applicants chosen for TDPs. This includes any applicant chosen for a TDP with the exception of NASA employees who are working in a TDP at the time of selection. Testing must be completed successfully before employment can commence.

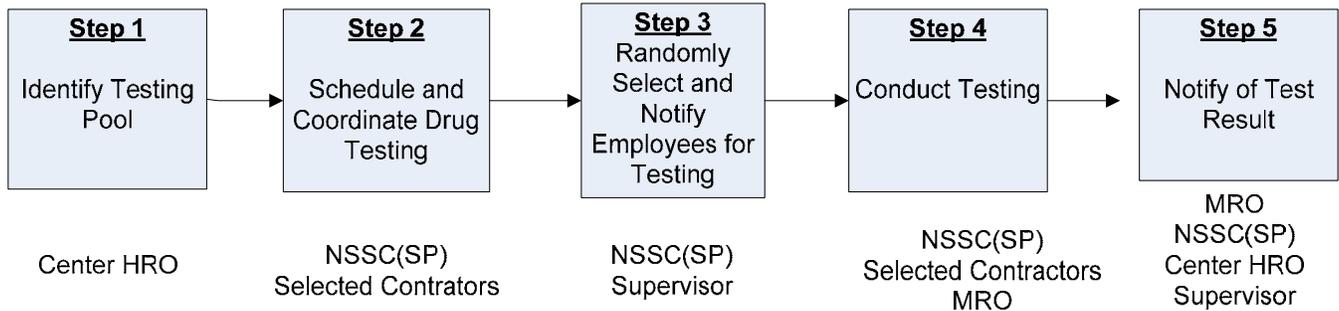
Although the steps involved in conducting the actual drug test are the same in all types of testing, there are process differences for each type of testing (e.g., employee identification, test result notification). Also, NASA employee's duty stationed in a remote location in the U.S. may be referred to the nearest contract lab to be tested.

This guide is divided into five separate processes; each one highlights the roles and responsibilities to support a specific type of drug testing process. The five processes are:

- a. Process 1 – Random Drug Testing (See Appendix A)
- b. Process 2 – Reasonable Suspicion Testing (See Appendix B)
- c. Process 3 – Post-accident and/or Unsafe Practice Testing (See Appendix C)
- d. Process 4 – Follow-up Testing (See Appendix D)
- e. Process 5 – Pre-employment Testing (See Appendix E)

NSSC Service Delivery Guide	NSSC-HR-SDG-0002	Revision D
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 7 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		

PROCESS 1 – RANDOM DRUG TESTING



Roles & Responsibilities

Process 1 – Random Drug Testing Roles & Responsibilities		
Roles and Responsibilities	Action	Tips/Notes
Step 1 Center HRO Identify Testing Pool	<p>The Center HRO ensures accuracy of position descriptions and Federal Personnel Payroll System (FPPS) records for positions identified as TDPs and positions occupied by volunteers to be tested. Center HROs also provide names of IPA or employees who are in TDPs and not identified appropriately in FPPS.</p> <p>NSSC(SP) In-Processing provides new hires with a 30-day notice and instructions to sign and return to NSSC. If the employee is a NASA transfer, In-Processing mails the 30-day notice to the employee with a requirement that they sign and deliver to their HRO. In-Processing notifies of 30-Day Notice and Drug Testing maintains the list for use to facilitate the random drug testing program.</p> <p>Output: Accurate list of TDPs from FPPS.</p>	<p>TDP designation is based on specific criteria and individual job responsibilities.</p> <p>Employees are asked to acknowledge receipt of written notification that they are in TDPs; however, refusal to sign shall not preclude testing.</p>
Step 2 NSSC(SP) Selected Contractors Schedule and Coordinate Drug Testing	<p>The NSSC(SP) determines when to conduct testing, coordinates test dates with the Centers and collection contractor, and arranges all onsite logistics.</p> <p>Output: Testing Schedule</p>	<p>Testing will be held 4 times annually (not on a regular schedule). Onsite logistics must include location, security of location, Center access (i.e., passes/badges) for contractor, supply of specimen collection kits (includes Federal Custody and Control Form (CCF) and shipping supplies from laboratory analysis contractor), and</p>

NSSC Service Delivery Guide	NSSC-HR-SDG-0002	Revision D
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 8 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		

Process 1 – Random Drug Testing Roles & Responsibilities		
Roles and Responsibilities	Action	Tips/Notes
		quality control specimens from contractor.
<p>Step 3</p> <p>NSSC(SP) Supervisor</p> <p>Randomly Select and Notify Employees for Testing</p>	<p>NSSC(SP) requests download of TDPs from FPPS to Assistant Pro.</p> <p>NSSC(SP) generates a random list of employees for testing at each Center utilizing Assistant Pro. NSSC(SP) verifies that each employee randomly selected has received a 30-day notice and that 30 days has elapsed since receipt of notice. Employees with out 30-Day Notice will not be tested. Following verification of receipt of 30-day notice, NSSC(SP) revises random list and prepares notification letters of date, time, and location of scheduled tests to the randomly selected employees. At this time NSSC is unable to positively identify supervisors of employees randomly selected for drug testing. As an interim procedure until such time that supervisors can be identified, NSSC will utilize Administrative Officers (AOs) to determine supervisors and distribute notices to them as follows: NSSC(SP) e-mails letters to appropriate Center ADMINISTRATIVE OFFICERS (AOS)s with instructions that they deliver to the employees' supervisors the day of and no more than 2 hours prior to an employee's scheduled test time.</p> <p>Supervisors deliver notification letters of scheduled tests to the employee 2 hours or less before scheduled test time. They report any problems and/or conflicts to NSSC(SP) at 1-877-6772.</p> <p>Employees report to designated testing location immediately before the scheduled test time.</p> <p>Output: Random test list; employee notification letters.</p>	<p>E-mails to AOs are sent Priority, Confidential, Delivery, and Read Receipt. If not received/read, a telephone contact is made; information and attachments are e-mailed to alternate if necessary.</p> <p>Random test list must be provided to collection contractor just prior to first scheduled test.</p> <p>Policy on test deferrals is addressed in NPR 3792.1B, section 4.4.2.6. Note: NASA employees not duty stationed at NASA center will be directed to go to the nearest contractor collection site to be tested.</p> <p>When test begin early in the morning, AOs may deliver test notices to supervisors no more than 2 hours before COB the afternoon prior to the test.</p>

NSSC Service Delivery Guide	NSSC-HR-SDG-0002	Revision D
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 9 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		

Process 1 – Random Drug Testing Roles & Responsibilities		
Roles and Responsibilities	Action	Tips/Notes
<p><u>Step 4</u></p> <p>NSSC(SP) Selected Contractors MRO</p> <p>Conduct Testing (Collection and Analysis)</p>	<p>The Collection Contractor conducts testing at Centers on scheduled test dates at designated test sites and sends specimens (including quality control) to Laboratory Analysis Contractor who, in turn, sends results to the Medical Review Officer (MRO). The MRO reviews all test results, performs follow-up as needed, including any necessary re-testing of specimen or employee, and reports results to NSSC(SP).</p> <p>Output: Test Results</p>	<p>Follow Mandatory Guidelines, NASA procedures, and contract provisions.</p> <p>NSSC(SP) monitors testing and will notify Center HRO if employee fails to report for testing, refuses to take test, etc.</p>
<p><u>Step 5</u></p> <p>MRO NSSC(SP) Center HRO Supervisor</p> <p>Notify of Test Result</p>	<p>NSSC(SP) prepares and distributes written notification of test results as follows:</p> <ol style="list-style-type: none"> 1) If result is negative, provides written notification to employee and HRO. 2) If result is negative and dilute, provides written notification to employee that test is negative. If MRO specifically advises that next test should be by direct observation, the test is reported to employee as negative and dilute with required direct observation at next test. 3) If result is non-negative (i.e., positive, substituted, adulterated, or invalid), provides written notification to employee, supervisor, and Center HRO. 4) If result is positive, substituted, or adulterated and employee has requested retest of specimen, immediately notifies HRO by telephone, and follow with notification to supervisor and Center HRO. 5) If test is cancelled due to invalid result, provides written notification to employee. In this case only, if negative test result is required based on reason for testing (e.g., follow-up), provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen. 6) If test is cancelled, provides written notification to employee. In addition, if result is same as first invalid result and employee's explanation is not legitimate medical explanation, provides written notification to supervisor with concurrence of MRO and Center HRO and initiates immediate collection 	<p>NSSC(SP) must work closely with MRO to take appropriate "next" steps on any result other than negative.</p> <p>When required, supervisor and Center HRO must initiate disciplinary action against employee for other than negative results.</p> <p>NSSC also prepares drug testing portion of Substance Abuse and Mental Health Services Administration (SAMHSA) annual report based on records in Assistant Pro - contractor invoices and other maintained records.</p>

NSSC Service Delivery Guide	NSSC-HR-SDG-0002	Revision D
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 10 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		

Process 1 – Random Drug Testing Roles & Responsibilities		
Roles and Responsibilities	Action	Tips/Notes
	<p>of another specimen using direct observed collection procedure.</p> <p>7) If specimen is rejected for testing due to uncorrectable error, provides written notification to employee. In addition, if negative test result is required based on reason for testing (e.g., follow-up), provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen.</p> <p>NSSC(SP) also updates employees' records with test results in Assistant Pro.</p> <p>Output: Written Notification of Test Results; Update of employee records in Assistant Pro.</p>	

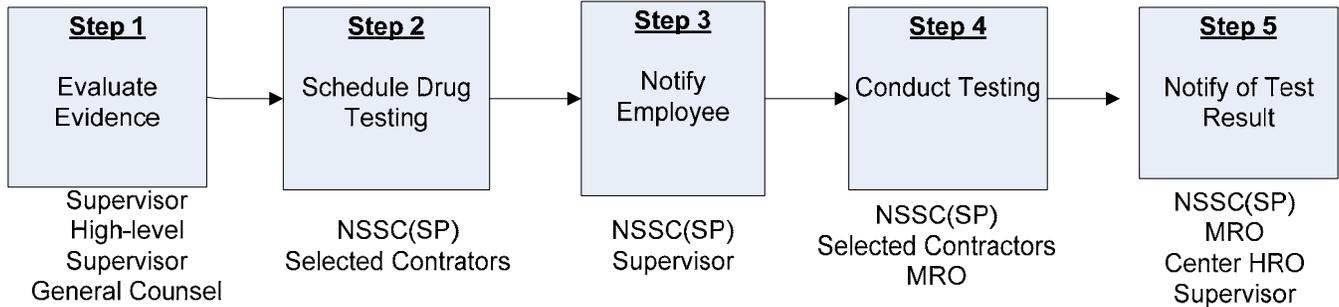
NSSC Service Delivery Guide	NSSC-HR-SDG-0002	Revision D
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 11 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		

METRICS – RANDOM DRUG TESTING

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC(SP)	Testing Schedule	Center HRO	Number of times random testing is conducted at each Center annually. Goal = 4 times
NSSC(SP)	Random Test List	Agency	Percentage of TDPs randomly tested annually. Goal = 25%
NSSC(SP)/ Administrative Officer	Employee Notification Letters	Supervisor/Employee	Percentage of time NSSC delivers employee notification letters to Administrative Officer 48 hours or less prior to an employee's scheduled test time. Goal = 80%
NSSC(SP)/ Collection Contractor	Specimens	Laboratory Analysis Contractor	Number of instances a specimen is rejected due to uncorrectable error. Goal = 0
NSSC(SP)/ Laboratory Analysis Contractor	Test Results	MRO	Percentages of time that test results are received no more than 5 days after test date. Goal = 100%
NSSC(SP)	Written Notification of Test Results	Employee, Supervisor, HRO	Percentages of time test results are mailed to employee within 2 days of receipt of results from MRO. Goal = 100%

NSSC Service Delivery Guide	NSSC-HR-SDG-0002 Revision D
	Number
	Effective Date: January 25, 2008
	Expiration Date: January 25, 2013
Page 12 of 45	
Responsible Office: Human Resources Department	
SUBJECT: Drug Testing Administration	

PROCESS 2 – REASONABLE SUSPICION TESTING



Roles & Responsibilities

Process 2 – Reasonable Suspicion Testing Roles & Responsibilities		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 1</p> <p>Supervisor High-level Supervisor General Counsel</p> <p>Evaluate Evidence</p>	<p>If an employee is suspected of using illegal drugs, the supervisor documents, in writing, the information, facts, and circumstances that form the basis to recommend reasonable suspicion testing. Supervisor confers with higher-level supervisor, Center HRO, and Center General Counsel to evaluate evidence to determine the need to conduct a reasonable suspicion test. If General Counsel determines evidence substantiates the need to test, the Center HRO and the supervisor send report to NSSC (SP).</p> <p>Output: Supervisor's Report.</p>	<p>Reasonable suspicion testing may be conducted on (1) any employee in TDP whether suspected usage occurred on or off duty or (2) any employee in any position where suspected usage occurred on duty or there is on-duty drug impairment.</p> <p>Testing must be based on specific evidence.</p> <p>Supervisor's Report should include the date(s) and time(s) of drug-related incident(s), source(s) of information, rationale leading to the determination to conduct test, and all appropriate management (e.g., higher-level supervisor, General Counsel) concurrences and/or signatures.</p>

NSSC Service Delivery Guide	NSSC-HR-SDG-0002 Revision D
	Number
	Effective Date: January 25, 2008
	Expiration Date: January 25, 2013
Page 13 of 45	
Responsible Office: Human Resources Department	
SUBJECT: Drug Testing Administration	

Process 2 – Reasonable Suspicion Testing Roles & Responsibilities		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 2</p> <p>NSSC(SP) Selected Contractors</p> <p>Schedule and Coordinate Drug Testing</p>	<p>Upon receipt of supervisor’s report, NSSC (SP) notifies the collection contractor immediately to schedule test.</p> <p>NSSC(SP) coordinates all onsite logistics associated with the testing.</p> <p>NOTE: Either Center Liaison or Collection Contractor must have specimen collection kits on hand for such “emergencies.” Center POC or security may also stock additional pre-printed CCFs for collection contractor use.</p> <p>Output: Scheduled Test.</p>	<p>Coordination must include location, security of location, and Center access (i.e., passes/badges) for contractor.</p> <p>Collection Contractor must respond as expeditiously as possible following notification.</p> <p>NOTE: Contract must stipulate response time (e.g., within 2 hours of notification).</p> <p>Specimen collection kits include Federal CCFs and shipping supplies from laboratory analysis contractor.</p>
<p>Step 3</p> <p>NSSC(SP) Supervisor</p> <p>Notify Employee</p>	<p>NSSC(SP) notifies Center HRO and supervisor that procedures to conduct tests have been initiated and immediately prepares and delivers an employee notification stating test is to occur “immediately” to the supervisor.</p> <p>Supervisor delivers notification letter of scheduled test to the employee shortly before but no more than 1/2 hour before scheduled test time. The supervisor reports any problems and/or conflicts with employee to NSSC(SP).</p> <p>Output: Employee notification letter; test list.</p>	<p>Notification must include date, time, and designated testing location (usually onsite).</p> <p>Reason to test the name(s) of employee(s) to be tested must be provided to collection contractor, along with reason to test, in writing, prior to test.</p>
<p>Step 4</p> <p>NSSC(SP) Selected Contractors MRO</p> <p>Conduct Testing (Collection and Analysis)</p>	<p>Collection Contractor conducts testing at scheduled test site and sends specimen to Laboratory Analysis Contractor who will, in turn, send results to the MRO. The MRO reviews test result, performs follow-up as needed, including any necessary re-testing of specimen or employee, and reports results to NSSC (SP). If retest requested, MRO notifies NSSC of results before retest.</p> <p>Output: Test Results.</p>	<p>Follow Mandatory Guidelines, NASA procedures, and contract provisions.</p> <p>NSSC(SP) monitors testing and will notify Center HRO if employee fails to report for testing, refuses to take test, etc.</p>

NSSC Service Delivery Guide	NSSC-HR-SDG-0002	Revision D
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 14 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		

Process 2 – Reasonable Suspicion Testing Roles & Responsibilities		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 5</u> NSSC(SP) MRO Center HRO Supervisor Notify of Test Result	<p>NSSC(SP) prepares and delivers written notification of test results to the employee, supervisor, Center, HRO, and others as appropriate.</p> <p>NOTE: Refer to Step 5 of Random Drug Testing for possible test results and specific situations that may require additional testing.</p> <p>The supervisor annotates the original report with the test results.</p> <p>NSSC(SP) updates employee's record with the test results in Assistant Pro.</p> <p>Output: Written Notification of Test Results; update of employee's record in Assistant Pro.</p>	<p>NSSC(SP) must work closely with MRO to take appropriate "next" steps on any result other than negative.</p> <p>When required, supervisor and Center HRO must initiate disciplinary action against employee for other than negative results.</p> <p>NSSC prepares Drug Testing portion of SAMHSA annual report based on records in Assistant Pro and contractor invoices.</p>

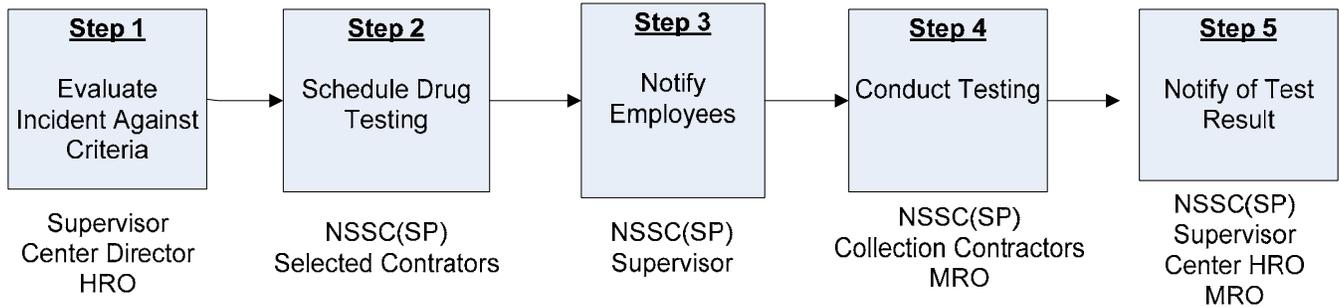
NSSC Service Delivery Guide	NSSC-HR-SDG-0002	Revision D
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 15 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		

METRICS – REASONABLE SUSPICION TESTING

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC(SP)/Collection Contractor	Scheduled Test	Center HRO Supervisor Employee	Percentage of time NSSC (SP) schedules test within 2 hours of receiving supervisor's report. Percentage of time Collection Contractor collects specimen within 2 hours of being notified by NSSC (SP). Goal = 100%
NSSC(SP)/ Supervisor	Employee Notification Letter	Supervisor/Employee	Percentage of time NSSC (SP) delivers employee notification letter to employee's supervisor within 2 hours of receipt of supervisor's report. Goal = 100%
NSSC(SP)/Collection Contractor	Specimens	Laboratory Analysis Contractor	Number of instances a specimen is rejected due to uncorrectable error. Goal = 0
NSSC(SP)/Laboratory Analysis Contractor	Test Results	MRO	Numbers of instances that test results are received no more than 5 days after test date. Goal = 0
NSSC(SP)	Written Notification of Test Results	Employee, Supervisor, HRO	Percentages of time test results are mailed to employee within 2 days of receipt of results from MRO. Goal = 100%

NSSC Service Delivery Guide	NSSC-HR-SDG-0002	Revision D
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 16 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		

PROCESS 3 – POST-ACCIDENT AND/OR UNSAFE PRACTICE TESTING



Roles & Responsibilities

Process 3 – Post-accident and/or Unsafe Practice Testing Roles & Responsibilities		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 1</p> <p>Supervisor Center Director HRO</p> <p>Evaluate incident against criteria</p>	<p>When a covered event occurs, the supervisor presents facts to appropriate management officials to include Center HRO and the Center Director or Designee. Center Director or Designee determines whether the incident meets covered event criteria. Supervisor and Center Director or Designee determine which employees may have contributed to the incident and approve testing.</p> <p>The supervisor documents the facts surrounding the incident in an Incident Report and sends report to Center HRO and NSSC (SP) along with testing approval.</p> <p>Output: Supervisor's or Incident Report</p>	<p>Covered event criteria— Employee causes or contributes to a fatality or personal injury which requires immediate hospitalization, or substantial damage to government or other property in excess of \$10,000.</p> <p>NOTE: Determination whether or not incident meets covered event criteria is separate from any mishap investigation that may be conducted.</p> <p>Supervisor's Report includes: description of incident, location, date/time, employees involved, source of information (e.g., witnesses), and rationale for testing recommendation (e.g., criteria met) and approval of Center Director.</p>

NSSC Service Delivery Guide	NSSC-HR-SDG-0002	Revision D
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 17 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		

Process 3 – Post-accident and/or Unsafe Practice Testing Roles & Responsibilities		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 2</p> <p>NSSC(SP) Selected Contractors</p> <p>Schedule Drug Testing</p>	<p>Upon receipt of supervisor’s report or Incident Report, NSSC(SP) notifies Collection Contractor immediately to schedule test.</p> <p>NSSC(SP) coordinates all onsite logistics, if necessary, for testing. NOTE: Accident/incident may not have occurred onsite in which case other logistical arrangements must be made. Either Center POC, Security, or Collection Contractor must have specimen collection kits and CCFs on hand for such “emergencies.”</p> <p>Output: Scheduled Test.</p>	<p>Coordination must include location, security of location, and Center access (i.e., passes/badges) for contractor, and if applicable, escort to location.</p> <p>Collection contractor must respond as expeditiously as possible following notification.</p> <p>NOTE: Contract must stipulate response time (i.e., within 2 hours of notification).</p> <p>Specimen collection kits include Federal CCF and shipping supplies from laboratory analysis contractor.</p> <p>Testing site may be site of accident.</p>
<p>Step 3</p> <p>NSSC(SP) Supervisor</p> <p>Notify Employee</p>	<p>NSSC(SP) notifies Center HRO and supervisor that procedures to conduct tests have been initiated and when feasible, immediately prepares and delivers employee(s) notification letter(s) to the supervisor.</p> <p>If written notification is feasible, supervisor delivers letter(s) of scheduled test to employee(s) shortly before but no more than ½ hour prior to schedule test time. If written notification is not feasible, supervisor notifies employee(s) of testing immediately before scheduled testing.</p> <p>Supervisor reports any problem(s) with employee(s) testing to NSSC(SP).</p> <p>Output: Employee notification letter(s); test list.</p>	<p>Notification must include date, time, and designated testing location.</p> <p>If feasible, name of employee(s) to be tested and reason for testing must be provided to collection contractor, in writing, prior to test.</p>

NSSC Service Delivery Guide	NSSC-HR-SDG-0002 Revision D
	Number
	Effective Date: January 25, 2008
	Expiration Date: January 25, 2013
Page 18 of 45	
Responsible Office: Human Resources Department	
SUBJECT: Drug Testing Administration	

Process 3 – Post-accident and/or Unsafe Practice Testing Roles & Responsibilities		
Roles and Responsibilities	Action	Tips/Notes
<p><u>Step 4</u></p> <p>NSSC(SP) Collection Contractors MRO</p> <p>Conduct Testing (Collection and Analysis)</p>	<p>Collection Contractor conducts testing at scheduled test site and sends specimen(s) to the Laboratory Analysis Contractor, who will, in turn, send results to the MRO. The MRO reviews test results, performs follow-up as needed, including any necessary re-testing of specimen or employee, and reports non – negative results to NSSC(SP) prior to retest.</p> <p>Output: Test Results.</p>	<p>Follow mandatory guidelines, NASA procedures, and contract provisions.</p> <p>If possible, NSSC(SP) monitors testing and notifies Center HRO if employee fails to report for testing, refuses to take test, etc. In the event NSSC(SP) cannot monitor the testing and an issue with an employee arises, the supervisor or other NASA official at the site will notify both the Center HRO and the NSSC.</p>
<p><u>Step 5</u></p> <p>NSSC(SP) Supervisor Center HRO MRO</p> <p>Notify of Test Result</p>	<p>NSSC(SP) prepares and distributes written notification of test results to the employee, supervisor, and Center HRO.</p> <p>NOTE: Refer to Step 5 of Random Drug Testing for possible test results and specific situations that may require additional testing.</p> <p>Supervisor finalizes the Post-accident/Unsafe Practice Report, including documenting test results.</p> <p>NSSC(SP) updates employee’s record(s) with the test results in Assistant Pro.</p> <p>Output: Written Notification of Test Results; update of employee’s record in Assistant Pro.</p>	<p>NSSC(SP) must work closely with MRO to take appropriate “next” steps on any result other than negative.</p> <p>When required, supervisor and Center HRO must initiate disciplinary action against employee for other than negative results.</p> <p>NSSC(SP) prepares SAMHSA annual report based on records in Assistant Pro and contractor invoices.</p>

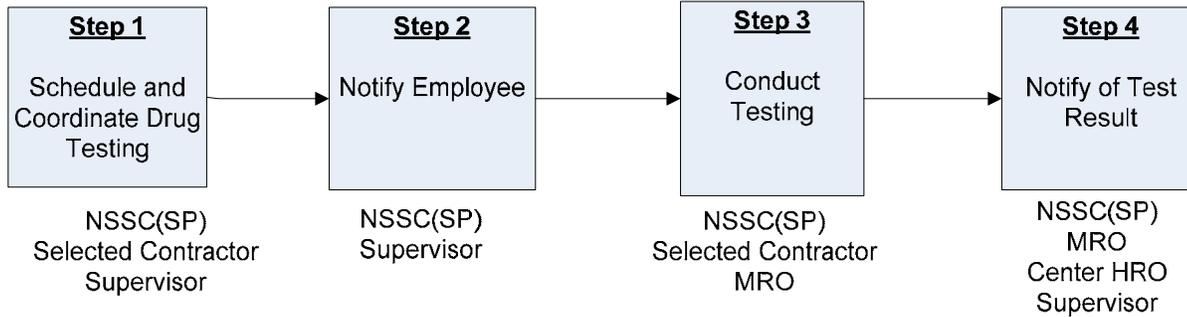
NSSC Service Delivery Guide	NSSC-HR-SDG-0002	Revision D
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 19 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		

METRICS – POST ACCIDENT AND/OR UNSAFE PRACTICE TESTING

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC(SP)/Collection Contractor	Scheduled Test	Center HRO Supervisor Employee	<p>Percentage of time NSSC(SP) schedules test within 2 hours of receiving supervisor's report.</p> <p>Percentage of time Collection Contractor collects specimen within 2 hours of being notified by NSSC(SP).</p> <p>Goal = 100%</p>
NSSC(SP)/Collection Contractor	Specimens	Laboratory Analysis Contractor	<p>Number of instances a specimen is rejected due to uncorrectable error.</p> <p>Goal = 0</p>
NSSC(SP)/Laboratory Analysis Contractor	Test Results	MRO	<p>Percentages of time that test results are received no more than 5 days after test date.</p> <p>Goal = 100%</p>
NSSC(SP)	Written Notification of Test Results	Employee, Supervisor, HRO	<p>Percentages of time test results are mailed to employee within 2 days of receipt of results from MRO.</p> <p>Goal = 100%</p>
NSSC(SP)/Collection Contractor	Scheduled Test	Center HRO Supervisor Employee	<p>Percentage of time NSSC(SP) schedules test within 2 hours of receiving supervisor's incident report.</p> <p>Percentage of time Collection Contractor collects specimen within 2 hours of being notified by NSSC(SP).</p> <p>Goal = 100%</p>

NSSC Service Delivery Guide	NSSC-HR-SDG-0002	Revision D
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 20 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		

PROCESS 4 – FOLLOW-UP TESTING



Roles & Responsibilities

Process 4 – Follow-up Testing Roles & Responsibilities		
Roles and Responsibilities	Action	Tips/Notes
<p>Step 1</p> <p>Center HRO</p> <p>NSSC(SP) Selected Contractor Supervisor</p> <p>Schedule and Coordinate Drug Testing</p>	<p>When an employee tests positive, Center HRO notifies NSSC(SP) of resulting action (e.g., date employee terminated, whether employee is in rehab and approximate date follow-up will commence).</p> <p>At completion of rehab, Center HRO provides, in writing, the follow-up drug test requirements of the Last Chance Agreement (i.e., date to commence testing, number of times to test during the period, and date follow-up ends).</p> <p>NSSC(SP) determines when to conduct testing; may consult with supervisor and Center HRO to determine when follow up testing should commence.</p> <p>NSSC(SP) coordinates test date with Center and Collection Contractor.</p> <p>NSSC arranges for all onsite logistics associated with testing (e.g., ordering specimen collection kits, appropriate number of quality control specimens).</p> <p>Output: Testing Schedule.</p>	<p>Employees testing positive, but not removed from Federal service, after Employee Assistance Program (EAP) and the employee's return to duty in a TDP will be tested, in accordance with Last Chance Agreement, at least four times for one year. This can be accomplished during scheduled random testing or at any other time.</p> <p>Onsite logistics must include location, security of location, Center access (i.e., passes/badges) for contractor, and supply of specimen collection kits (includes Federal CCF and shipping supplies) from laboratory analysis contractor.</p>

NSSC Service Delivery Guide	NSSC-HR-SDG-0002	Revision D
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		

Process 4 – Follow-up Testing Roles & Responsibilities		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 2</u> NSSC(SP) Supervisor Notify Employee	<p>NSSC(SP) prepares and delivers the employee notification letter to supervisor no more than 24 hours prior to employee's scheduled test time.</p> <p>Supervisor delivers notification letter of scheduled test to the employee 1/2 hour or less before scheduled test time. Supervisor reports any problems and/or conflicts to NSSC(SP).</p> <p>Output: Employee notification letter.</p>	<p>Notification must include date, time, and location of test (usually onsite) if employee is duty stationed at a NASA center and not a remote location).</p>
<u>Step 3</u> NSSC(SP) Selected Contractor MRO Conduct Testing (Collection and Analysis)	<p>The Collection Contractor conducts testing at Center on scheduled test date at designated test site and sends specimens to Laboratory Analysis Contractor who will, in turn, send results to the MRO. The MRO reviews all test results, performs follow-up as needed, including any necessary re-testing of specimen or employee, and reports results to NSSC(SP).</p> <p>Output: Test Results.</p>	<p>Follow mandatory guidelines, NASA procedures, and contract provisions.</p> <p>NSSC(SP) monitors testing and notifies the Center HRO if employee fails to report for testing, refuses to take test, etc.</p>
<u>Step 4</u> NSSC(SP) MRO Center HRO Supervisor Notify of Test Result	<p>NSSC(SP) prepares and distributes written notification of test results as follows:</p> <ol style="list-style-type: none"> 1. If result reported by MROs is negative, provides written notification to employee. 2. If result is reported by MROs as negative and dilute, provides written notification to employee and annotates record that next specimen may be collected using direct observed collection procedure. 3. If result is non-negative (i.e., positive, substituted, adulterated, or invalid), provides written notification to employee, supervisor, and Center HRO. 	<p>NSSC(SP) must work closely with MRO to take appropriate "next" steps on any result other than negative.</p> <p>When required, supervisor and Center HRO must initiate disciplinary action against employee for other than negative results.</p>

NSSC Service Delivery Guide	NSSC-HR-SDG-0002	Revision D
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 22 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		

Process 4 – Follow-up Testing Roles & Responsibilities		
Roles and Responsibilities	Action	Tips/Notes
	<ol style="list-style-type: none"> 4. If result is positive, substituted, or adulterated and employee has requested retest of specimen, provides written notification to supervisor and Center HRO prior to retest. 5. If test is cancelled due to invalid result, provides written notification to employee, Center HRO, & Supervisor. Since negative test result is required for follow-up testing initiates immediate collection of another specimen. 6. If test is cancelled, provides written notification to employee. In addition, if result is same as first invalid result and employee's explanation is not legitimate medical explanation, provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen using direct observed collection procedure. 7. If specimen is rejected for testing due to uncorrectable error, provides written notification to employee. In addition, if negative test result is required based on reason for testing (e.g., follow-up), provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen. <p>NSSC(SP) updates employees' records with test results in Assistant Pro.</p> <p>Output: Written Notification of Test Results; Update of employee records in Assistant Pro.</p>	<p>NSSC prepares drug testing portion of SAMHSA annual report based on records in Assistant Pro and contractor invoices.</p>

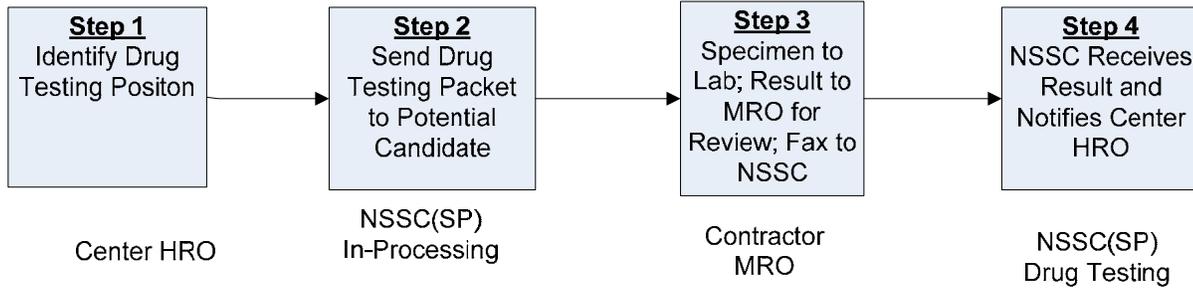
NSSC Service Delivery Guide	NSSC-HR-SDG-0002	Revision D
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 23 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		

METRICS – FOLLOWUP TESTING

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC(SP)	Testing Schedule	Center HRO	Number of times follow-up testing is conducted annually for each employee when required. Goal = 4 times per year
NSSC(SP)/Supervisor	Employee Notification Letter	Supervisor/Employee	Percentage of time NSSC (SP) delivers notification letter 24 hours or less prior to an employee's scheduled test time. Goal = 100%
NSSC(SP)/Collection Contractor	Specimens	Laboratory Analysis Contractor	Number of instances a specimen is rejected due to uncorrectable error. Goal = 0
NSSC(SP)/Laboratory Analysis Contractor	Test Results	MRO	Percentages of time that test results are received no more than 5 days after test date. Goal = 100%
NSSC(SP)	Written Notification of Test Results	Employee Supervisor Center HRO Others as Appropriate	Percentages of time test results are mailed to employee and others, if appropriate, within 2 days of receipt of results from MRO. Goal = 100%

NSSC Service Delivery Guide	NSSC-HR-SDG-0002	Revision D
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 24 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		

PROCESS 5 – PRE-EMPLOYMENT TESTING



Roles & Responsibilities

Process 5 – Pre-employment Testing Roles & Responsibilities		
Roles and Responsibilities	Action	Tips/Notes
Step 1 Center HRO Identify Drug Testing Position	Center HRO designates and annotates on vacancy announcement and Workforce Transformation Tracking System (WTTS) if a position is a TDP. Output: Identifies applicant for drug test and informs NSSC of potential candidate.	Through WTTS, the Center HRO provides the information necessary to initiate action by NSSC(SP) In-Processing.
Step 2 NSSC(SP) In-Processing Send Drug Testing Packet to Potential Candidate	WTTS initiates drug testing correspondence and instructions. In-Processing team forwards the appropriate Chain of Custody Form (CCF), Standardized Memo identifying instructions to schedule the Drug Test, and their 30-day notice via FedEx Standard Overnight mail. CCF is marked with reason for test and type of test. Drug testing packets are not over-nighted on Thursdays since the applicant must receive packet when labs will be open during the next 48 hours. Output: Drug testing documentation and authorization are sent to potential candidate	Potential candidate has 48 hours from the date of receipt of the drug test packet to complete testing.
Step 3 Contractor MRO Specimen to Lab; Result to MRO for Review; Fax to NSSC	Candidate takes CCF to chosen collection lab and provides specimen. Laboratory performs analyses and provides results to the MRO. MRO makes final determination and provides result to NSSC (SP) Drug Testing.	Once the specimen is provided, the contractor service center forwards the specimen to the laboratory for analysis, faxes Copy 2 of the CCF to the MRO, and faxes Copy 4 to the NSSC. Within 36 hrs of receipt, the laboratory faxes the negative

NSSC Service Delivery Guide	NSSC-HR-SDG-0002 Revision D
	Number
	Effective Date: January 25, 2008
	Expiration Date: January 25, 2013
Page 25 of 45	
Responsible Office: Human Resources Department	
SUBJECT: Drug Testing Administration	

Process 5 – Pre-employment Testing Roles & Responsibilities		
Roles and Responsibilities	Action	Tips/Notes
	Output: Collection made and sent to laboratory for analysis, results sent to MRO for medical determination, and results forwarded to NSSC(SP).	result to the MRO. If the result is non-negative, it is faxed to the MRO within 72 hrs.
<u>Step 4</u> NSSC(SP) Drug Testing NSSC Receives Result and Notifies Center HRO	NSSC(SP) Drug Testing e-mails the Center HRO with final drug test result determination. NSSC(SP) Drug Testing notifies NSSC(SP) In-Processing that testing is complete. Output: Official result notification provided to the Center HRO.	The NSSC(SP) Drug Testing Team forwards results to Center's HRO within 24 hrs of receipt.

NSSC Service Delivery Guide	NSSC-HR-SDG-0002	Revision D
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 26 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		

METRICS – PRE-EMPLOYMENT TESTING

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
Center HRO	TDP-designation in WTTS for pre-employment	NSSC(SP) In-Processing and Drug Testing	Percentage of time HRO accurately flags a gain in WTTS as TDP. Goal = 100%
NSSC(SP) In-Processing	Pre-employment packet with CCF and 30-day notice	Pre-employment candidates	Percentage of time In-Processing FedEx packets within 3 business days of receipt. Exception: packets cannot be over-nighted on Thursdays. Goal = 100%
Contractor MRO	Service Center sends specimen to lab, faxes Copy 2 of CCF to Center MRO, and Copy 3 goes to NSSC. Results sent to MRO for review and determination.	Center MRO	Percentage of time lab faxes negative results to the Center's MRO within 36 hrs if negative and 72 hrs if non-negative. Goal = 100%
NSSC(SP) Drug Testing	Result received from the MRO and e-mail notification sent to the Center HRO.	Center HRO	Percentage of time NSSC(SP) Drug Testing e-mails result to Center HRO within 24 hrs of receipt. Goals = 100%

NSSC Service Delivery Guide	NSSC-HR-SDG-0002 Revision D
	Number
	Effective Date: January 25, 2008
	Expiration Date: January 25, 2013
Page 27 of 45	
Responsible Office: Human Resources Department	
SUBJECT: Drug Testing Administration	

PRIVACY DATA

All participants involved must ensure protection of all data covered by the Privacy Act.

NSSC Service Delivery Guide	NSSC-HR-SDG-0002	Revision D
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 28 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		

SYSTEM COMPONENTS

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
Federal Personnel Payroll System (FPPS)	Processing system for payroll and personnel actions	User Role	Web access; data warehouse
Workforce Transformation Tracking System (WTTS)	Tracking system for payroll and personnel actions	User Role	FPPS
Assistant Pro	Software	User and User Support	Interface/reporting from FPPS database
Drug Testing Program Mgmt (HEIDI)	Maintain TDP list; identify testing pools through a random process; test scheduling, oversee collection process; deliver test notification; deliver test results to Centers	User and User Support	Interface/reporting from FPPS database
WTTS	Workforce Transformation Tracking System	Center HRO, NSSC(SP) In-Processing, NSSC(SP) Drug Testing	Planned interface with Microsoft Outlook

New Systems

Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
N/A			

NSSC Service Delivery Guide	NSSC-HR-SDG-0002 Revision D
	Number
	Effective Date: January 25, 2008
	Expiration Date: January 25, 2013
Page 29 of 45	
Responsible Office: Human Resources Department	
SUBJECT: Drug Testing Administration	

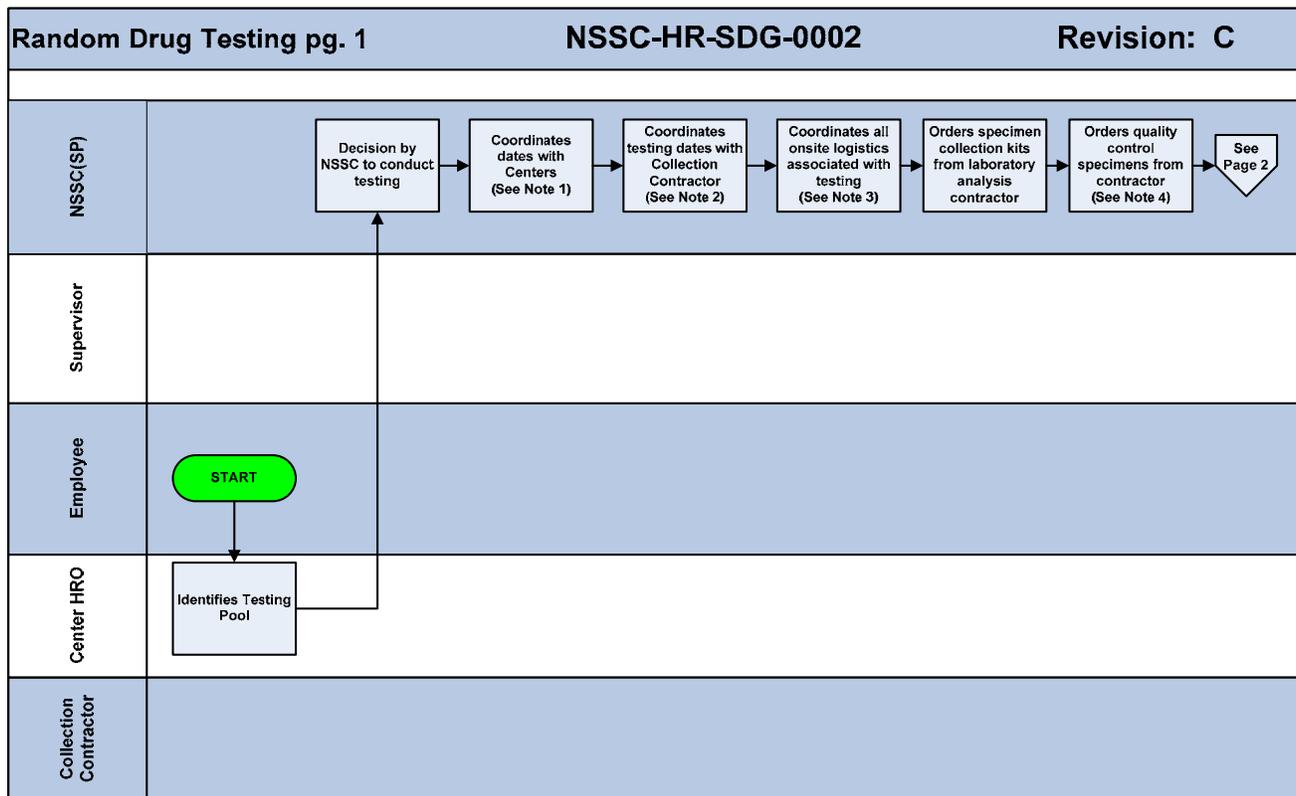
CONTACT CENTER STRATEGY

The NSSC Customer Contact Center Service Delivery Guide provides details regarding menu positioning, routing, and escalation of inquiries for this activity.

NSSC Service Delivery Guide	NSSC-HR-SDG-0002 Revision D
	Number
	Effective Date: January 25, 2008
	Expiration Date: January 25, 2013
Page 30 of 45	
Responsible Office: Human Resources Department	
SUBJECT: Drug Testing Administration	

APPENDIX

Appendix A-Drug Testing-Random Drug Testing (includes Voluntary Testing) Cross-Functional Flowcharts



Note 1:

- Agency Requirement = 4 times per year

Note 2:

- NSSC selects Collection Contractor

Note 3:

- Location
- Security
- Passes/badges for collectors coming onsite

Note 4:

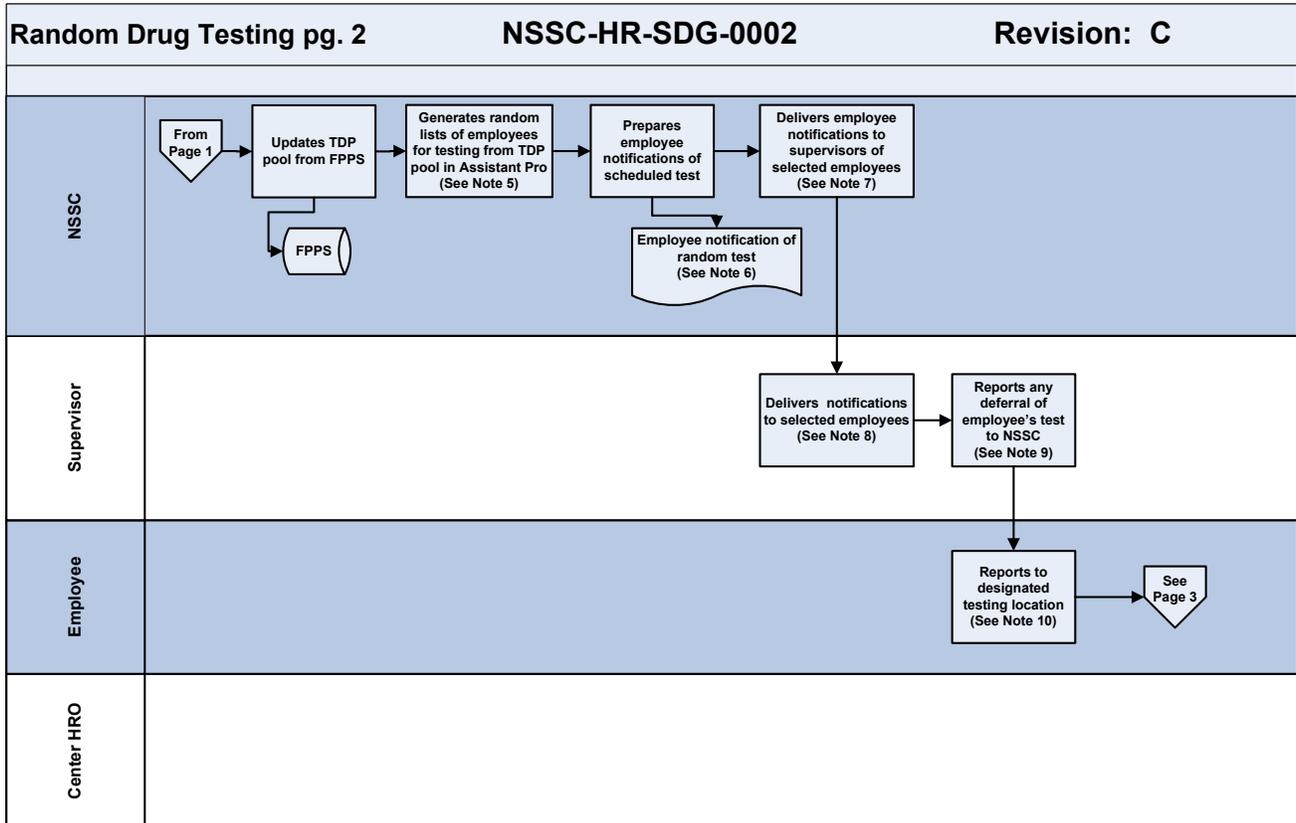
- NSSC selects laboratory analysis contractor.

Kits include:

- Collection and shipping supplies
- Federal CCF

NSSC will also be responsible for selecting a contractor to supply "Quality Control Specimens"

NSSC Service Delivery Guide	NSSC-HR-SDG-0002 Revision D	
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 31 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		



Note 5:

- Software generates list of randomly selected employees for each Center and HQ.
- At least 25% of employees in TDPs and volunteers annually.
- NSSC verifies each employee has received 30-day notice and 30 days has passed since receipt of notice.

Note 6:

Includes:

- Date
- Time
- Location

Note 7:

No more than 24 hours prior to testing.

Note 8:

Generally 2 hours or less prior to testing.

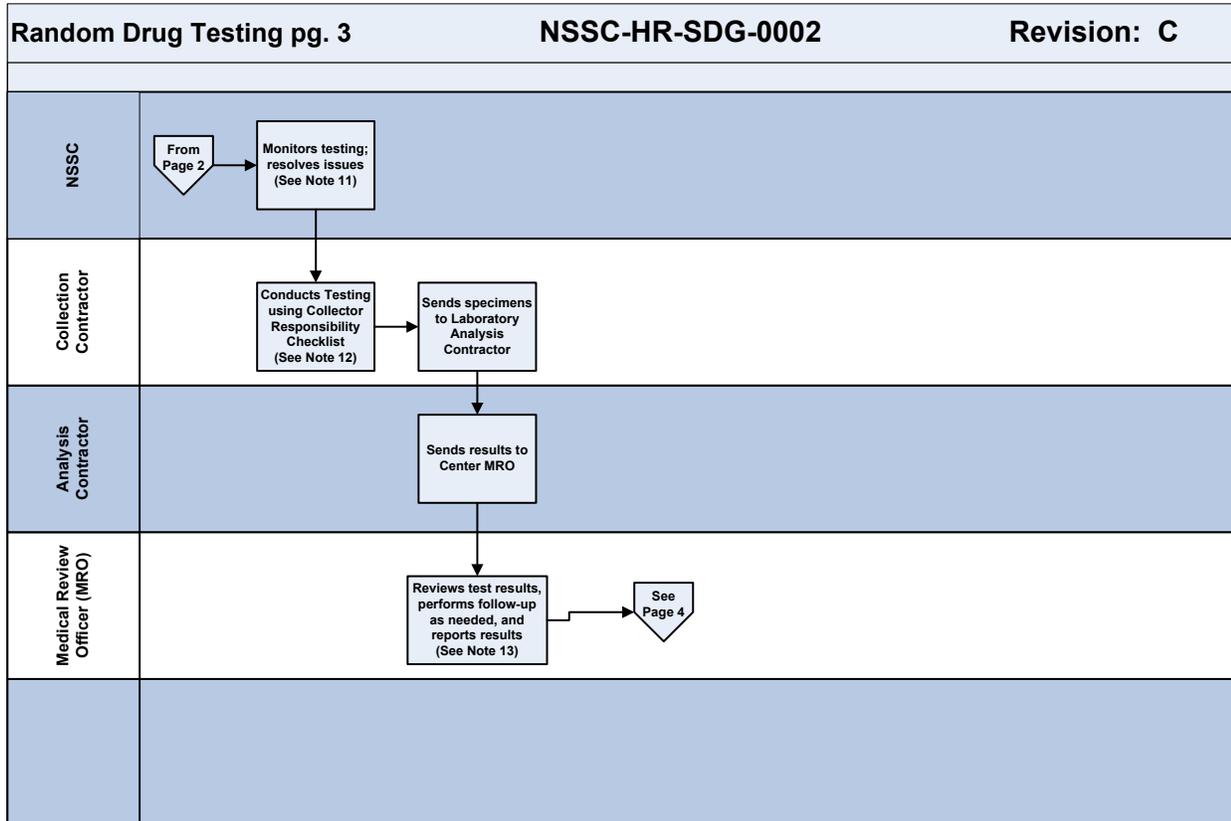
Note 9:

Any employee whose test is deferred is subject to unannounced test within 60 days.

Note 10:

Testing usually conducted onsite.

NSSC Service Delivery Guide	NSSC-HR-SDG-0002 Revision D	
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 32 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		



Note 11:
 Notifies Center HRO, if appropriate (e.g., employee "no show," employee's refusal to test)

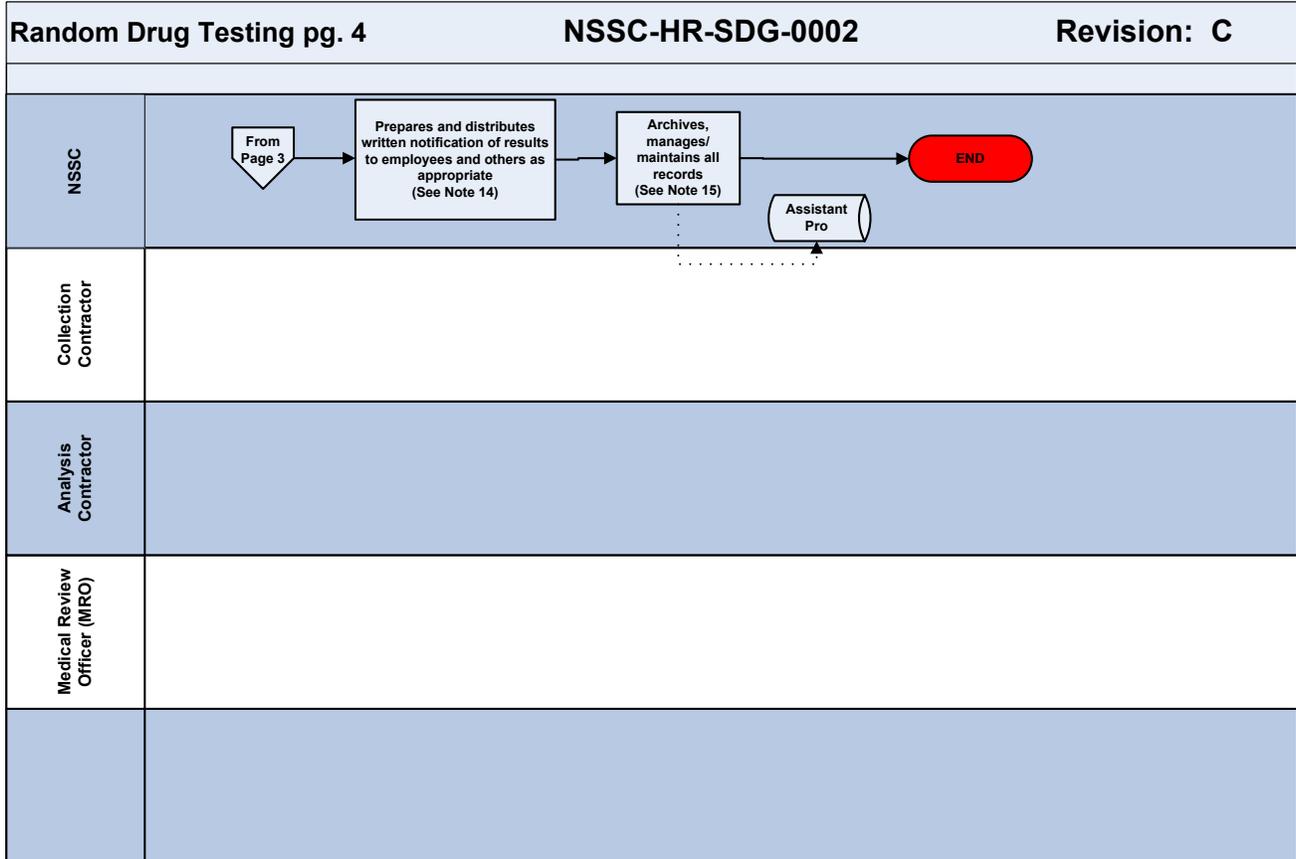
Note 12:

- Test for Authorized Drugs
- Federal Custody and Control Form distributed to Laboratory Analysis Contractor, MRO, employee, HRO, Collection Contractor, and NSSC

Note 13:
 MRO must review all test results (negative, non-negative (i.e., positive, adulterated, substituted, invalid) and negative and dilute) in accordance with the MRO Manual for Federal Agency Workplace Drug Testing Programs' MRO Review and Reporting Process, consulting with Agency MRO when necessary, prior to reporting results to NSSC.

- Reviews documents
- Interviews donor (as required)
- Handles retest requests (as required)
- Interprets and verifies test result, and
- Reports result to NSSC, in writing
 - As negative
 - As negative and dilute (may inform NSSC that next time employee is selected for drug test, Center or HQ may require specimen to be collected using direct observed collection procedure)
 - As positive, refusal to test (substituted), or refusal to test (adulterated).
 - * If employee accepts offer of retest of specimen, notifies NSSC of acceptance of retest option.
 - As cancelled with reason for invalid result
 - * If first invalid result and donor's explanation is legitimate medical explanation, a recollection is not required unless negative test result is required based on reason for testing (e.g., applicant, follow-up); in which case, shall inform NSSC that an immediate collection of another specimen is permitted.
 - As cancelled with reason for cancellation
 - If first invalid result and donor's explanation is not legitimate medical explanation, shall direct NSSC to immediately arrange for collection of another specimen using direct observed collection procedure
 - If rejected for testing (due to uncorrectable error), shall inform NSSC that an immediate collection of another specimen is permitted if negative result is required based on reason for testing (e.g., applicant, follow-up).

NSSC Service Delivery Guide	NSSC-HR-SDG-0002 Revision D	
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 33 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		



Note 14:
 NSSC(SP) prepares and distributes written notification of test results as follows:

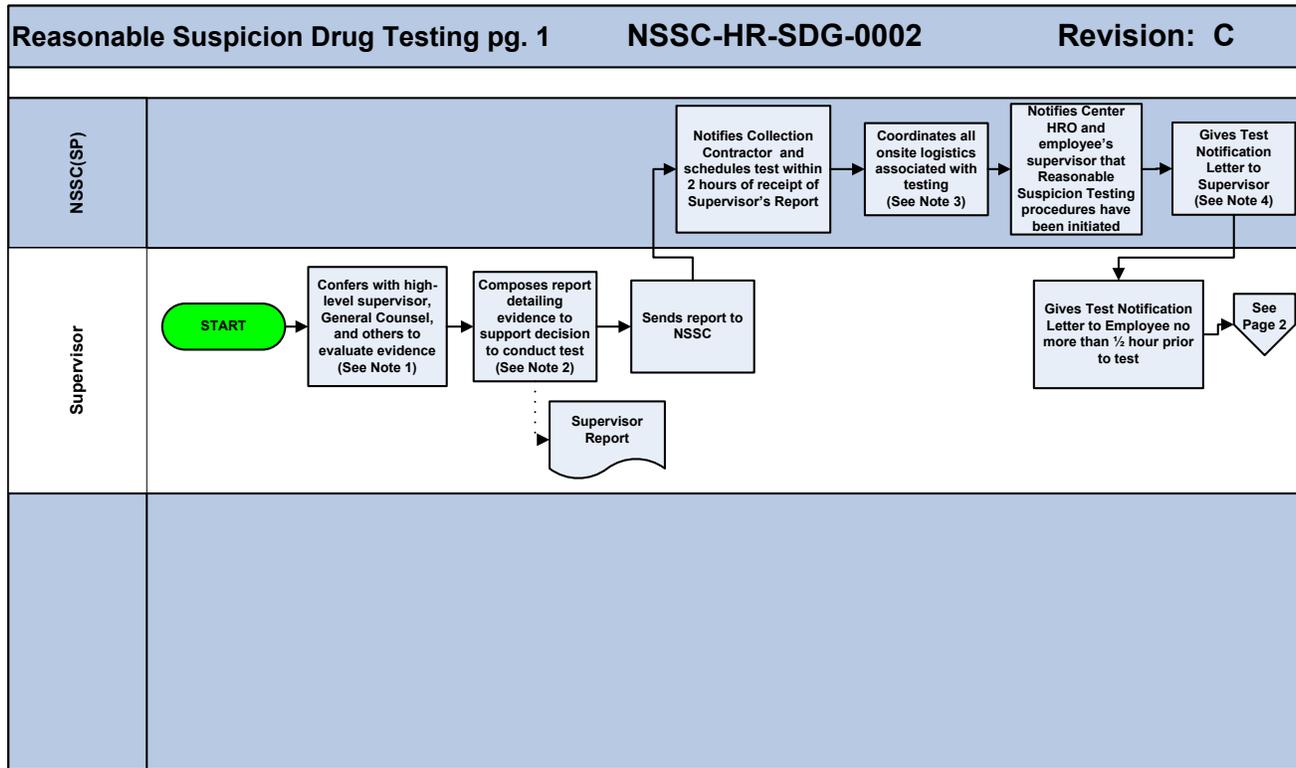
1. If result is **negative**, provides written notification to employee and HRO.
2. If result is **negative and dilute**, provides written notification to employee that test is negative unless MRO specifically advises that next test should be by direct observation. In this case, test is reported to employee as negative and dilute with direct observation at next test.
3. If result is **non-negative** (i.e., positive, substituted, adulterated, or invalid), provides written notification to employee, supervisor, and Center HRO.
4. If result is **positive, substituted, or adulterated and employee has requested retest of specimen**, provides written notification to supervisor and Center HRO.
5. If test is **cancelled due to invalid result**, provides written notification to employee. In this case only, if negative test result is required based on reason for testing (e.g., follow-up), provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen.
6. If test is **cancelled**, provides written notification to employee. In addition, if result is same as first invalid result and employee's explanation is not legitimate medical explanation, provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen using direct observed collection procedure with concurrence of MRO.
7. If specimen is **rejected for testing due to uncorrectable error**, provides written notification to employee. In addition, if negative test result is required based on reason for testing (e.g., follow-up), provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen.

Note 15:

- NSSC prepares SAMHSA Annual Report.
- Report based on records in Assistant Pro and contractors' invoices.

NSSC Service Delivery Guide	NSSC-HR-SDG-0002 Revision D
	Number
	Effective Date: January 25, 2008
	Expiration Date: January 25, 2013
Page 34 of 45	
Responsible Office: Human Resources Department	
SUBJECT: Drug Testing Administration	

Appendix B-Drug Testing-Reasonable Suspicion Testing
Cross-Functional Flowcharts



Note 1:
Requires:

- Observable phenomena.
- Arrest or conviction for drug-related offense.
- Identification of employee as focus of criminal investigation into illegal drug possession.
- Information provided by credible source.
- Newly discovered evidence that employee has tampered with previous drug test result.

Note 2:
Includes:

- Date(s) and time(s) of drug-related incident(s).
- Source(s) of information.
- Rationale leading to testing recommendation.
- Appropriate concurrences/signature, (e.g., high-level supervisor, General Counsel).

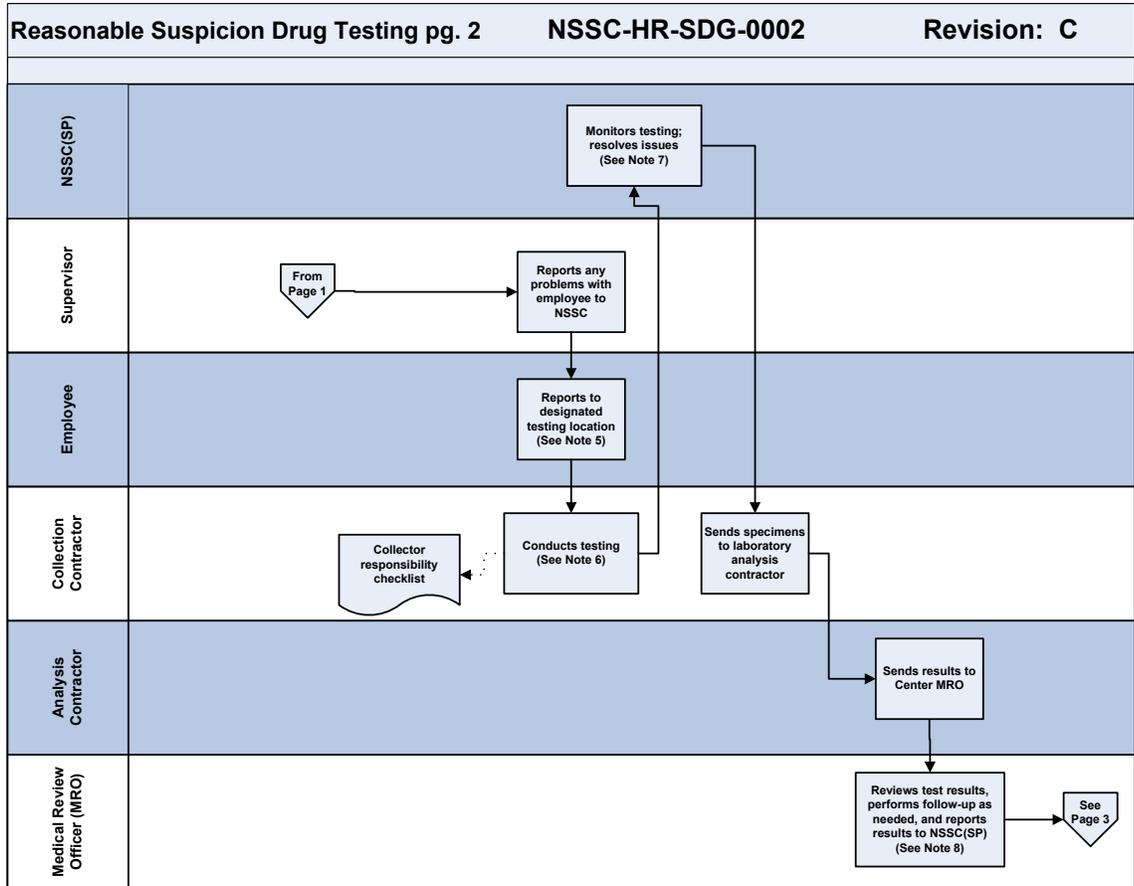
Note 3:
Includes:

- Ensuring availability of Specimen Collection "Kits."

Note 4:
Includes:

- Date
- Time
- Location

NSSC Service Delivery Guide	NSSC-HR-SDG-0002	Revision D
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 35 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		



Note 5:
Testing usually conducted onsite.

Note 6:

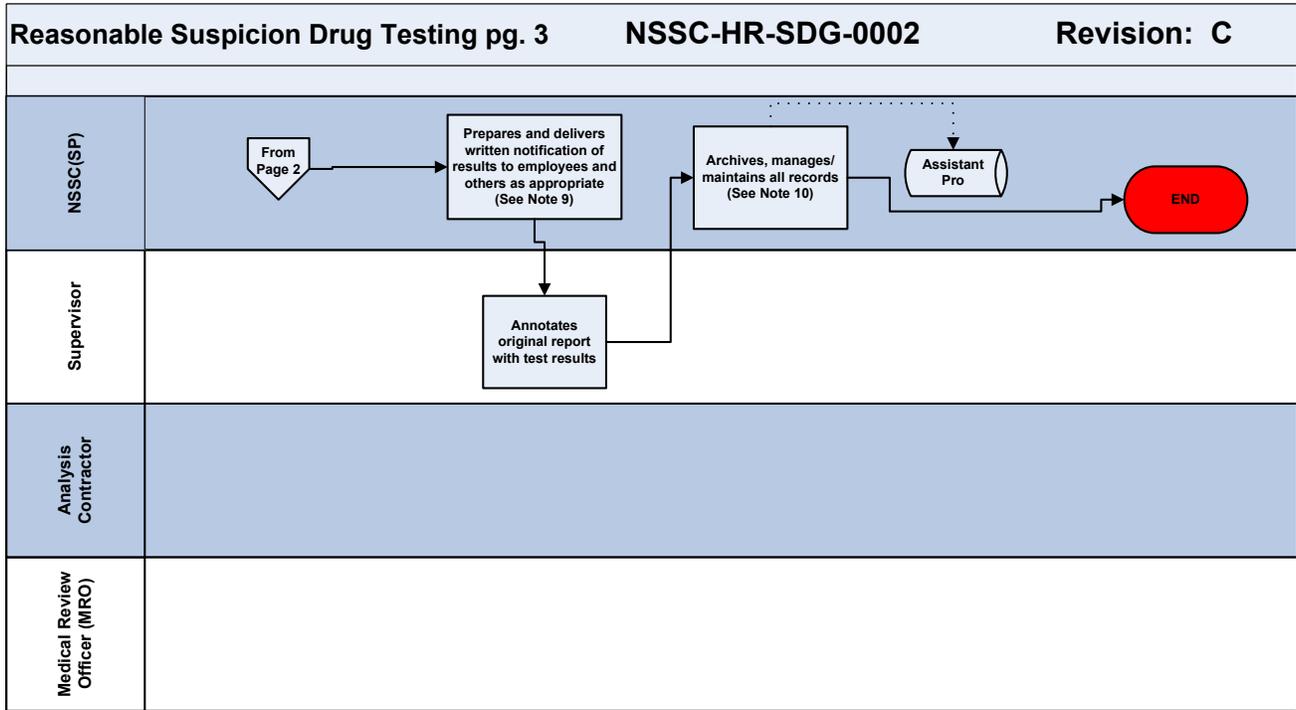
- Test for authorized drugs.
- Federal CCF distributed to laboratory analysis contractor, MRO, employee, collection contractor, HRO, and NSSC.

Note 7:
Notifies Center HRO if appropriate (e.g., employee "no show," employee's refusal to test).

Note 8:
MRO must review all test results (negative, non-negative (i.e., positive, adulterated, substituted, invalid), and negative and dilute) in accordance with the MRO Manual for Federal Agency Workplace Drug Testing Programs' MRO Review and Reporting Process, consulting with Agency MRO when necessary, prior to reporting results to NSSC.

- Reviews documents
- Interviews donor (as required)
- Handles retest requests (as required)
- Interprets and verifies test result, and
- Reports result to NSSC, in writing
 - As negative
 - As negative and dilute (may inform NSSC that next time employee is selected for drug test, Center or HQ may require specimen to be collected using direct observed collection procedure)
 - As positive, refusal to test (substituted), or refusal to test (adulterated)
 - * If employee accepts offer of retest of specimen, notifies NSSC of acceptance of retest option.
 - As cancelled with reason for invalid result
 - * If first invalid result and donor's explanation is legitimate medical explanation, a recollection is not required unless negative test result is required based on reason for testing (e.g., applicant, follow-up); in which case, shall inform NSSC that an immediate collection of another specimen is permitted
 - As cancelled with reason for cancellation
 - If first invalid result and donor's explanation is not legitimate medical explanation, shall direct NSSC to immediately arrange for collection of another specimen using direct observed collection procedure
 - If rejected for testing (due to uncorrectable error), shall inform NSSC that an immediate collection of another specimen is permitted if negative result is required based on reason for testing (e.g., applicant, follow-up)

NSSC Service Delivery Guide	NSSC-HR-SDG-0002 Revision D
	Number
	Effective Date: January 25, 2008
	Expiration Date: January 25, 2013
Page 36 of 45	
Responsible Office: Human Resources Department	
SUBJECT: Drug Testing Administration	



Note 9:

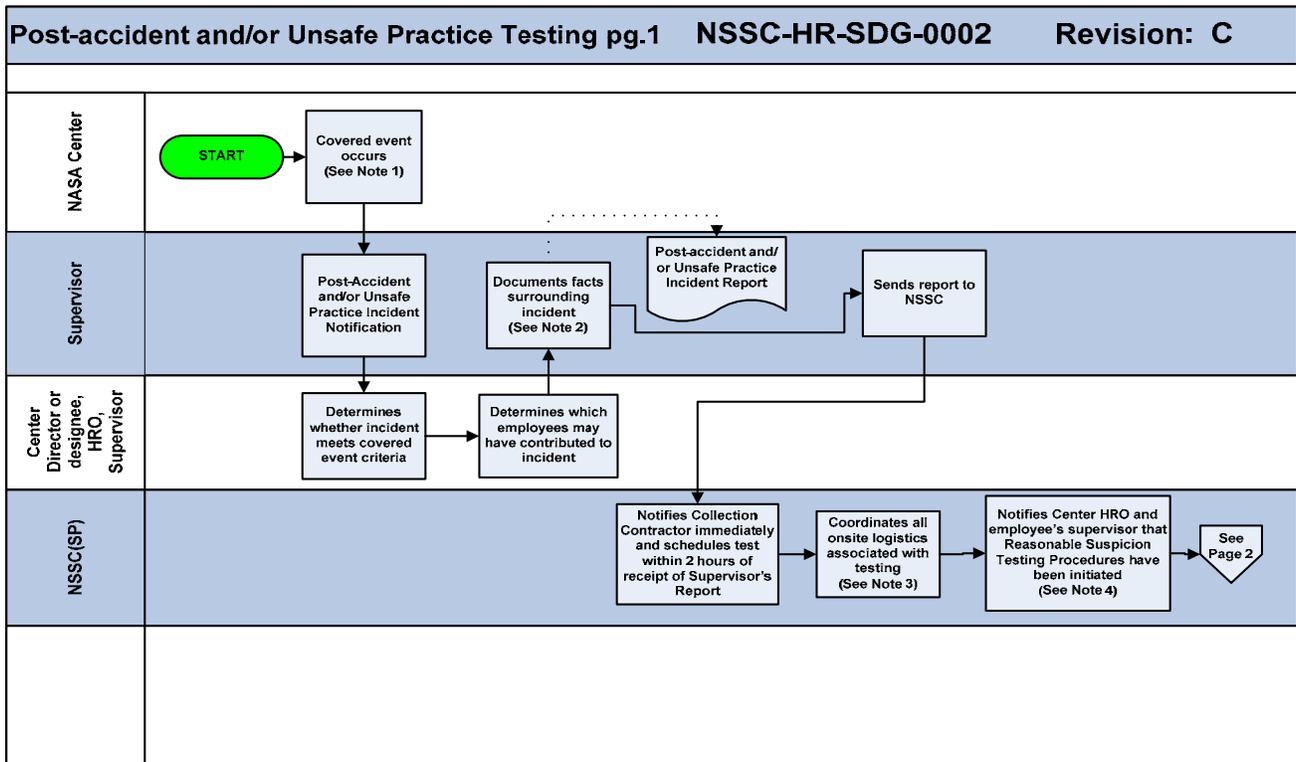
- If result is negative, provides written notification to employee, HRO, supervisor, and others as appropriate
- If result is negative and dilute, provides written notification to employee and annotates record that next specimen may be collected using direct observed collection procedure
- If result is non-negative (i.e., positive, substituted, adulterated or invalid), provides written notification to employee, supervisor, and Center HRO
 - If result is positive, substituted, or adulterated and employee has requested retest of specimen, provides written notification to supervisor and Center HRO
- If test is cancelled due to invalid result, provides written notification to employee, in addition –
 - If negative test result is required based on reason for testing (e.g., applicant, follow-up), provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen
- If test is cancelled, provides written notification to employee, in addition –
 - If result is first invalid result and employee's explanation is not legitimate medical explanation, provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen using direct observed collection procedure
- If specimen is rejected for testing due to uncorrectable error, provides written notification to employee, in addition –
 - If negative test result is required based on reason for testing (e.g., applicant, follow-up), provides written notification to supervisor and Center HRO and initiates collection of another specimen

Note 10:

- NSSC prepares SAMHSA Annual Report
- Report based on records in Assistant Pro and contractors' invoices

NSSC Service Delivery Guide	NSSC-HR-SDG-0002	Revision D
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 37 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		

Appendix C-Drug Testing-Post Accident and/or Unsafe Practice Training
Cross-Functional Flowcharts



Note 1:
 Covered Event Criteria: Employee causes or contributes to

- Fatality
- Personal injury requiring immediate hospitalization
- Substantial damage to government or other property in excess of \$10,000

Note 2:
 Includes:

- Description
- Location
- Date and time of incident
- Employee(s) involved
- Source(s) of information (e.g., witnesses)
- Rationale leading to testing recommendation (e.g., criteria met)

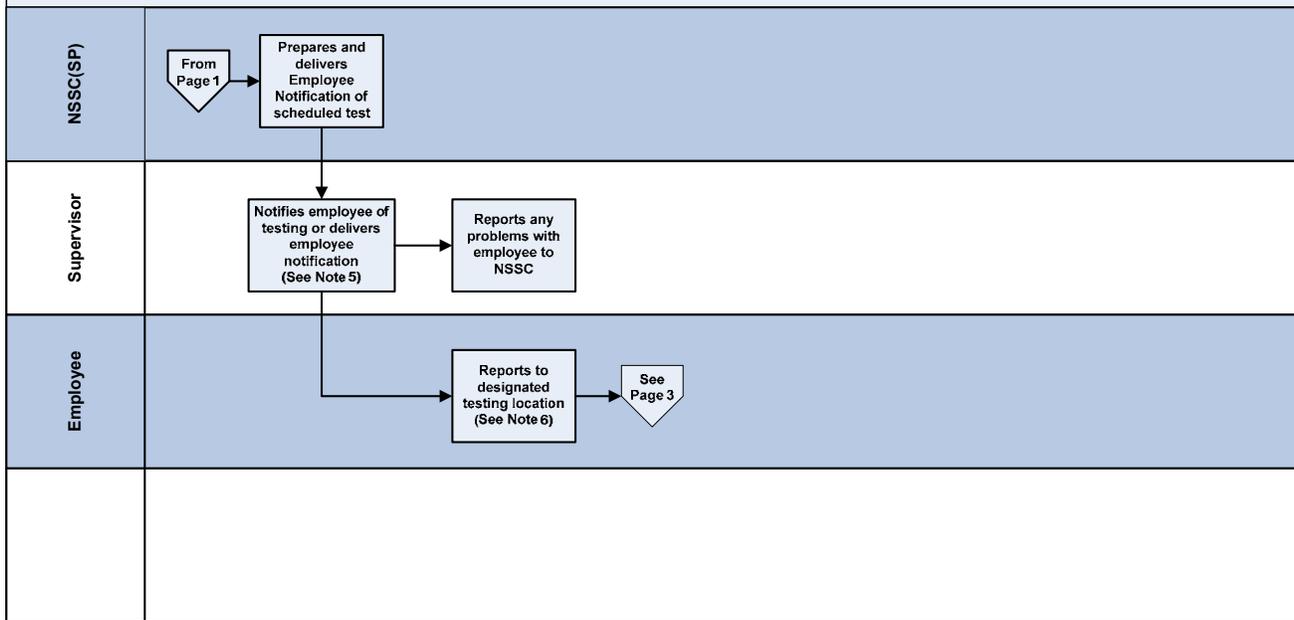
Note 3:
 Ensures availability of Specimen Collection "Kits"

Note 4:
 Includes:

- Date
- Time
- Location

NSSC Service Delivery Guide	NSSC-HR-SDG-0002 Revision D
	Number
	Effective Date: January 25, 2008
	Expiration Date: January 25, 2013
Page 38 of 45	
Responsible Office: Human Resources Department	
SUBJECT: Drug Testing Administration	

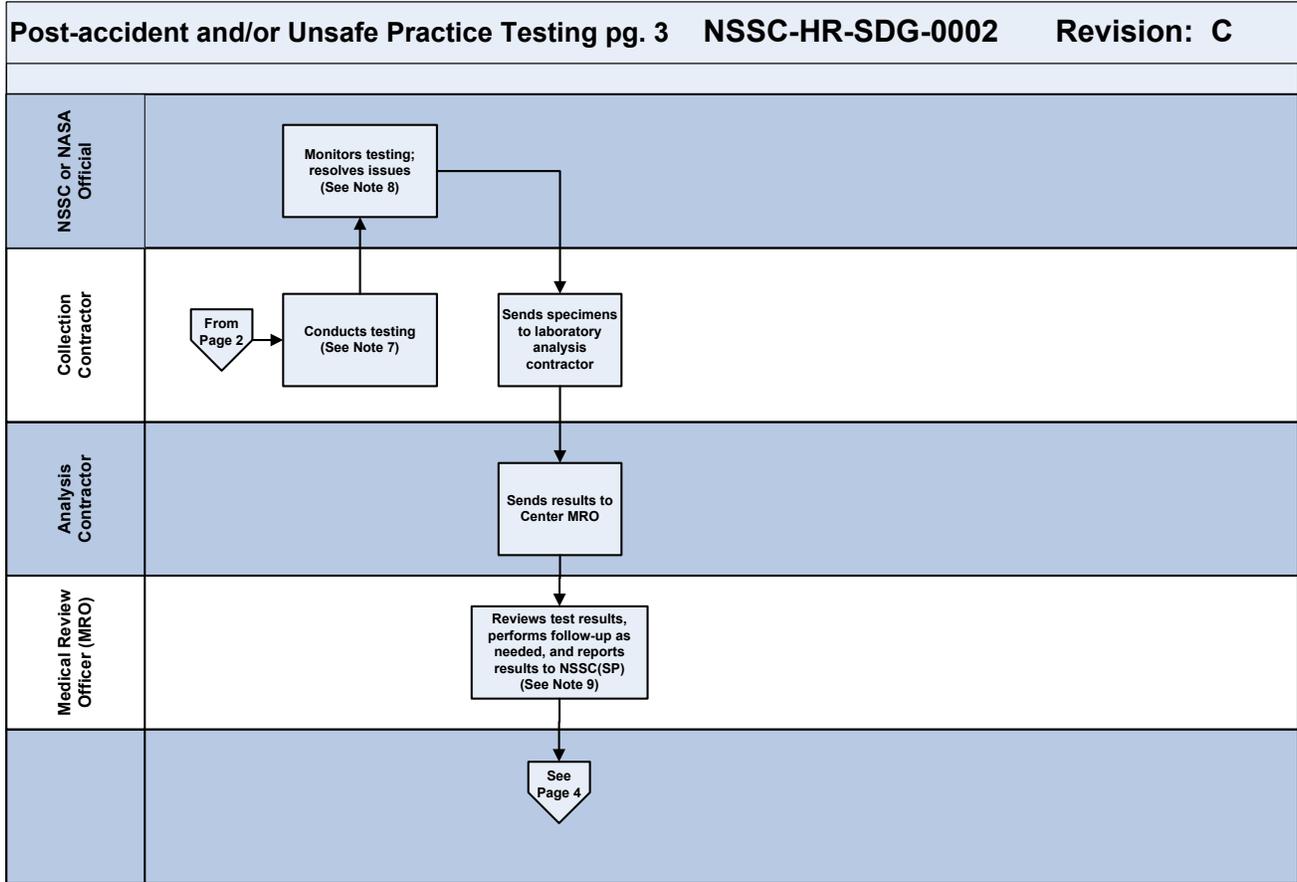
Post-accident and/or Unsafe Practice Testing pg. 2 NSSC-HR-SDG-0002 Revision: C



Note 5:
Occurs shortly before but no more than 1/2 hour prior to testing

Note 6:
Testing site may be site of accident

NSSC Service Delivery Guide	NSSC-HR-SDG-0002 Revision D
	Number
	Effective Date: January 25, 2008
	Expiration Date: January 25, 2013
Page 39 of 45	
Responsible Office: Human Resources Department	
SUBJECT: Drug Testing Administration	



Note 7:

- Federal CCF distributed to laboratory, MRO, employee, HRO, Collection Contractor, and NSSC
- Test for Authorized Drugs

Note 8:

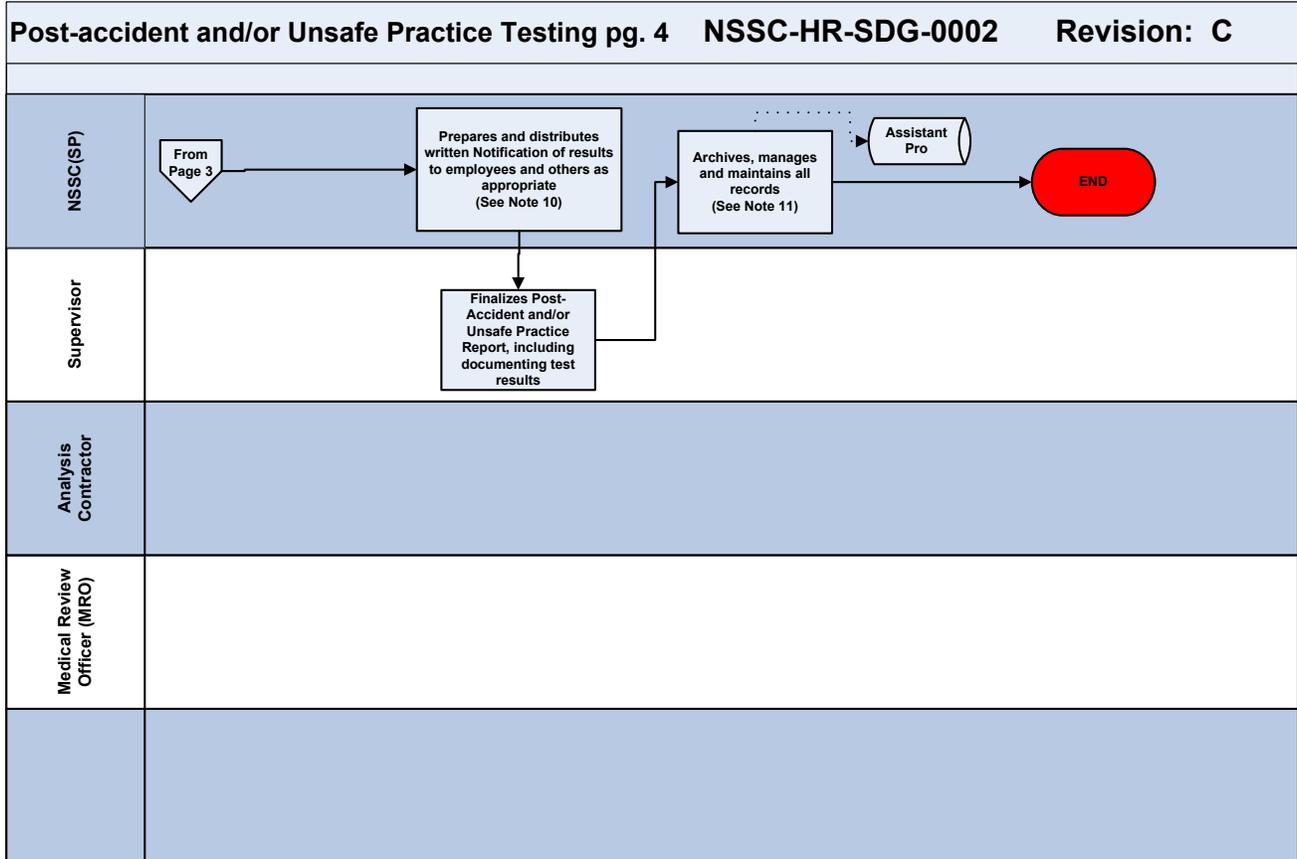
- Notifies Center HRO if appropriate (e.g., employee "no show," employee's refusal to test)

Note 9:

MRO must review all test results (negative, non-negative (i.e., positive, adulterated, substituted, invalid) and negative and dilute) in accordance with the MRO Manual for Federal Agency Workplace Drug Testing Programs' MRO Review and Reporting Process, consulting with Agency MRO when necessary, prior to reporting results to NSSC.

- Reviews documents
- Interviews donor (as required)
- Handles retest requests (as required)
- Interprets and verifies test result, and
- Reports result to NSSC, in writing
 - As negative
 - As negative and dilute (may inform NSSC that next time employee is selected for drug test. Center or HQ may require specimen to be collected using direct observed collection procedure)
 - As positive, refusal to test (substituted), or refusal to test (adulterated).
 - If employee accepts offer of retest of specimen, notifies NSSC of acceptance of retest option
 - As cancelled with reason for invalid result
 - If first invalid result and donor's explanation is legitimate medical explanation, a recollection is not required unless negative test result is required based on reason for testing (e.g., applicant, follow-up); in which case, shall inform NSSC that an immediate collection of another specimen is permitted
 - As cancelled with reason for cancellation
 - If first invalid result and donor's explanation is not legitimate medical explanation, shall direct NSSC to immediately arrange for collection of another specimen using direct observed collection procedure
 - If rejected for testing (due to uncorrectable error), shall inform NSSC that an immediate collection of another specimen is permitted if negative result is required based on reason for testing (e.g., applicant, follow-up)

NSSC Service Delivery Guide	NSSC-HR-SDG-0002 Revision D
	Number
	Effective Date: January 25, 2008
	Expiration Date: January 25, 2013
Page 40 of 45	
Responsible Office: Human Resources Department	
SUBJECT: Drug Testing Administration	

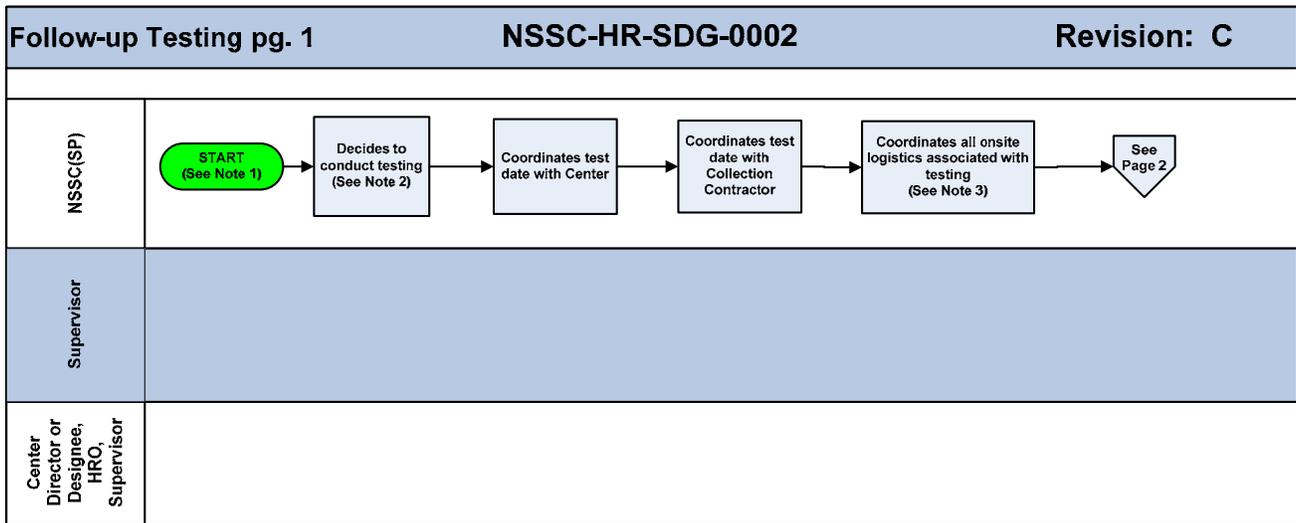


Note 10:
 NSSC(SP) prepares and distributes written notification of test results as follows:
 1. If result is **negative**, provides written notification to employee and HRO.
 2. If result is **negative and dilute**, provides written notification to employee that test is negative unless MRO specifically advises that next test should be by direct observation. In this case, test is reported to employee as negative and dilute with direct observation at next test.
 3. If result is **non-negative** (i.e., positive, substituted, adulterated, or invalid), provides written notification to employee, supervisor, and Center HRO.
 4. If result is **positive, substituted, or adulterated and employee has requested retest of specimen**, provides written notification to supervisor and Center HRO.
 5. If test is **cancelled due to invalid result**, provides written notification to employee. In this case only, if negative test result is required based on reason for testing (e.g., follow-up), provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen.
 6. If test is **cancelled**, provides written notification to employee. In addition, if result is same as first invalid result and employee's explanation is not legitimate medical explanation, provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen using direct observed collection procedure with concurrence of MRO.
 7. If specimen is **rejected for testing due to uncorrectable error**, provides written notification to employee. In addition, if negative test result is required based on reason for testing (e.g., follow-up), provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen.

Note 11:
 • NSSC prepares SAMHSA Annual Report
 • Report based on records in Assistant Pro and contractors' invoices

NSSC Service Delivery Guide	NSSC-HR-SDG-0002 Revision D	
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 41 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		

Appendix D-Drug Testing-Follow-Up Testing
Cross-Functional Flowcharts

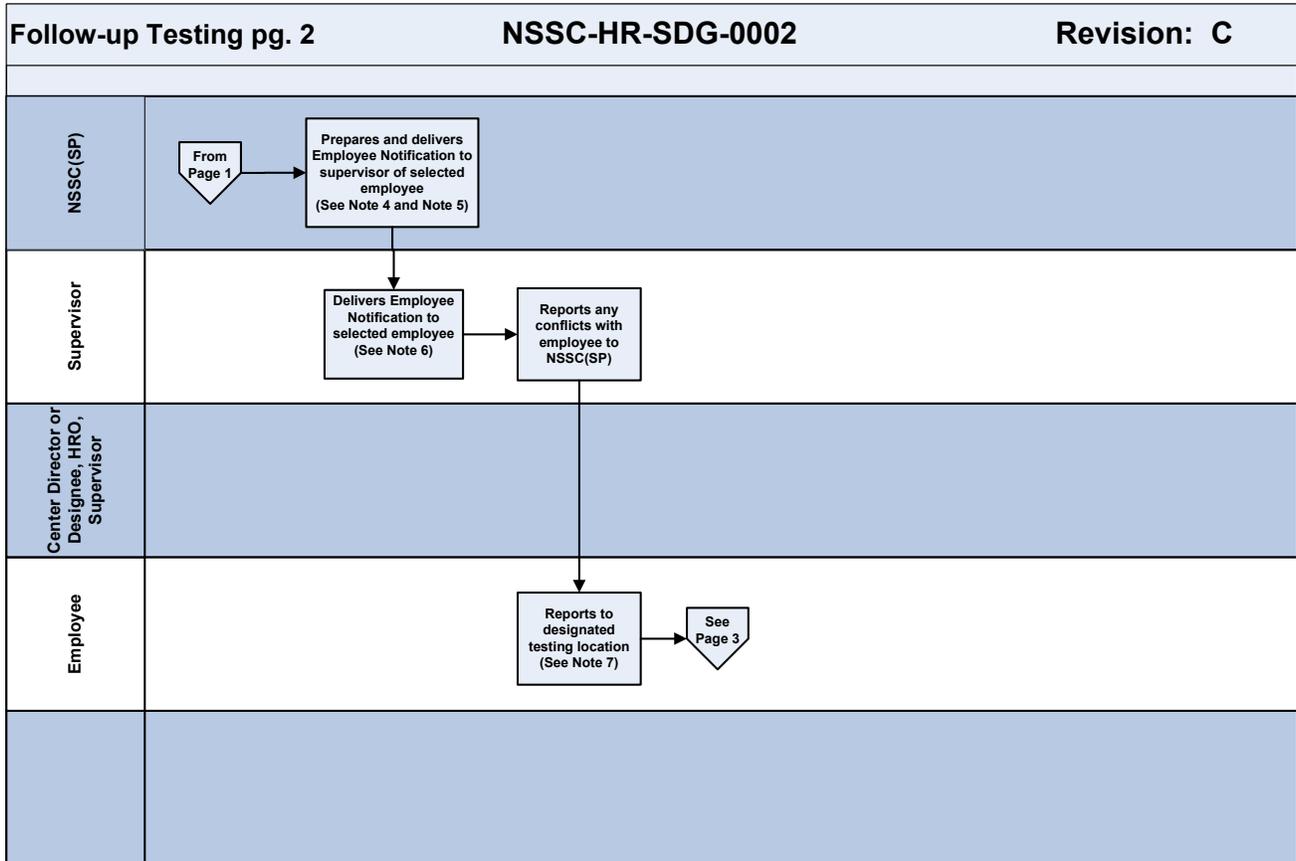


Note 1:
 Any employee testing positive and not removed from Federal Service must be tested at least 4 times for the period of at least one year (or in accordance with Last Chance Agreement) following EAP and return to duty in a TDP. Follow-up testing can be done during scheduled random testing or at any other time as determined appropriate.

Note 2:
 NSSC or supervisor with concurrence of Center HRO can decide when to conduct testing

Note 3:
 Ensures availability of Specimen Collection Kits, location, security, passes/badges for collector

NSSC Service Delivery Guide	NSSC-HR-SDG-0002 Revision D	
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 42 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		



Note 4:
Employee Notification Letter includes:

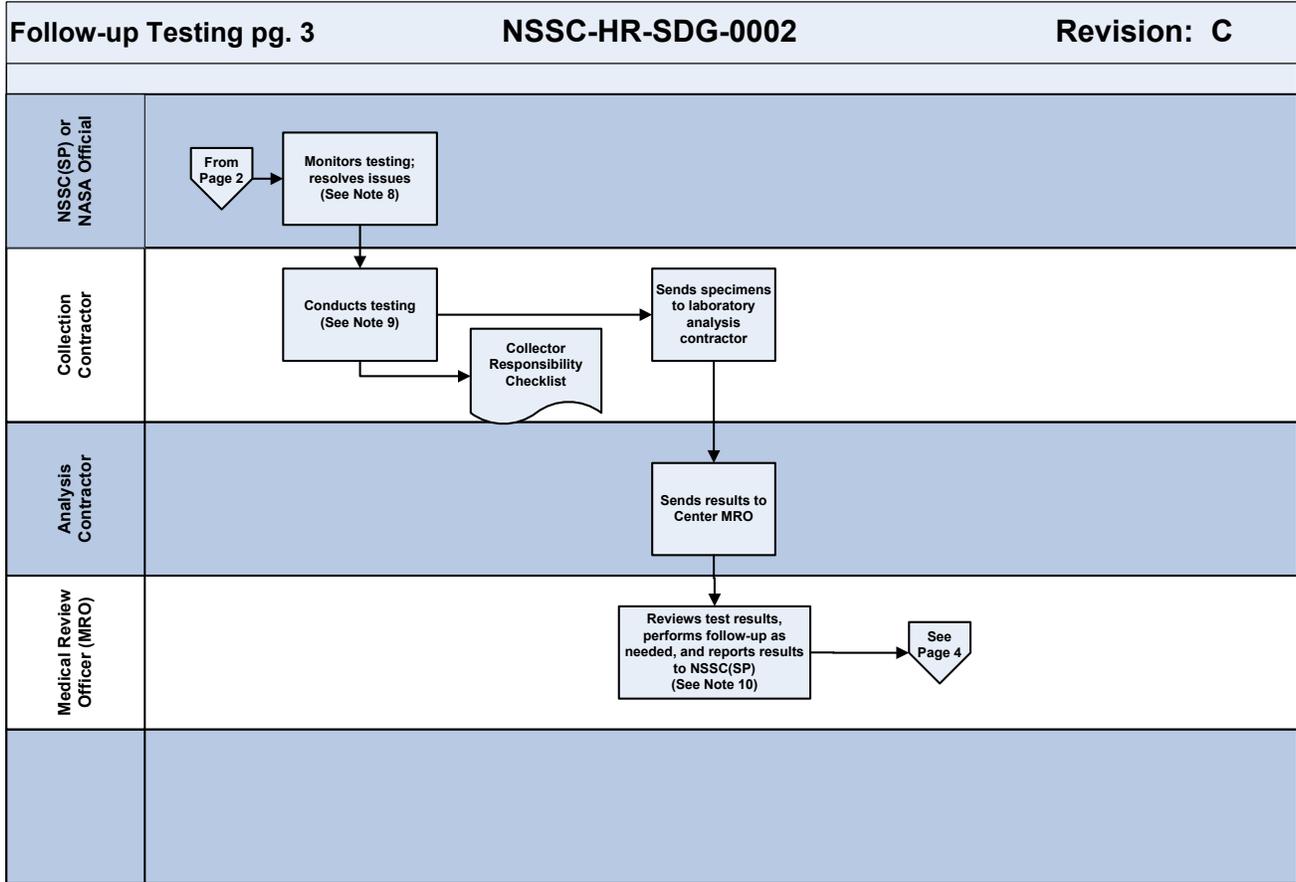
- Date
- Time
- Location

Note 5:
Letters delivered to supervisor no more than 24 hours prior to testing

Note 6:
½ hour or less before testing

Note 7:
Testing area usually located onsite

NSSC Service Delivery Guide	NSSC-HR-SDG-0002 Revision D
	Number
	Effective Date: January 25, 2008
	Expiration Date: January 25, 2013
Page 43 of 45	
Responsible Office: Human Resources Department	
SUBJECT: Drug Testing Administration	



Note 8:
 • Notifies Center HRO if appropriate (e.g., employee "no show," employee's refusal to test)

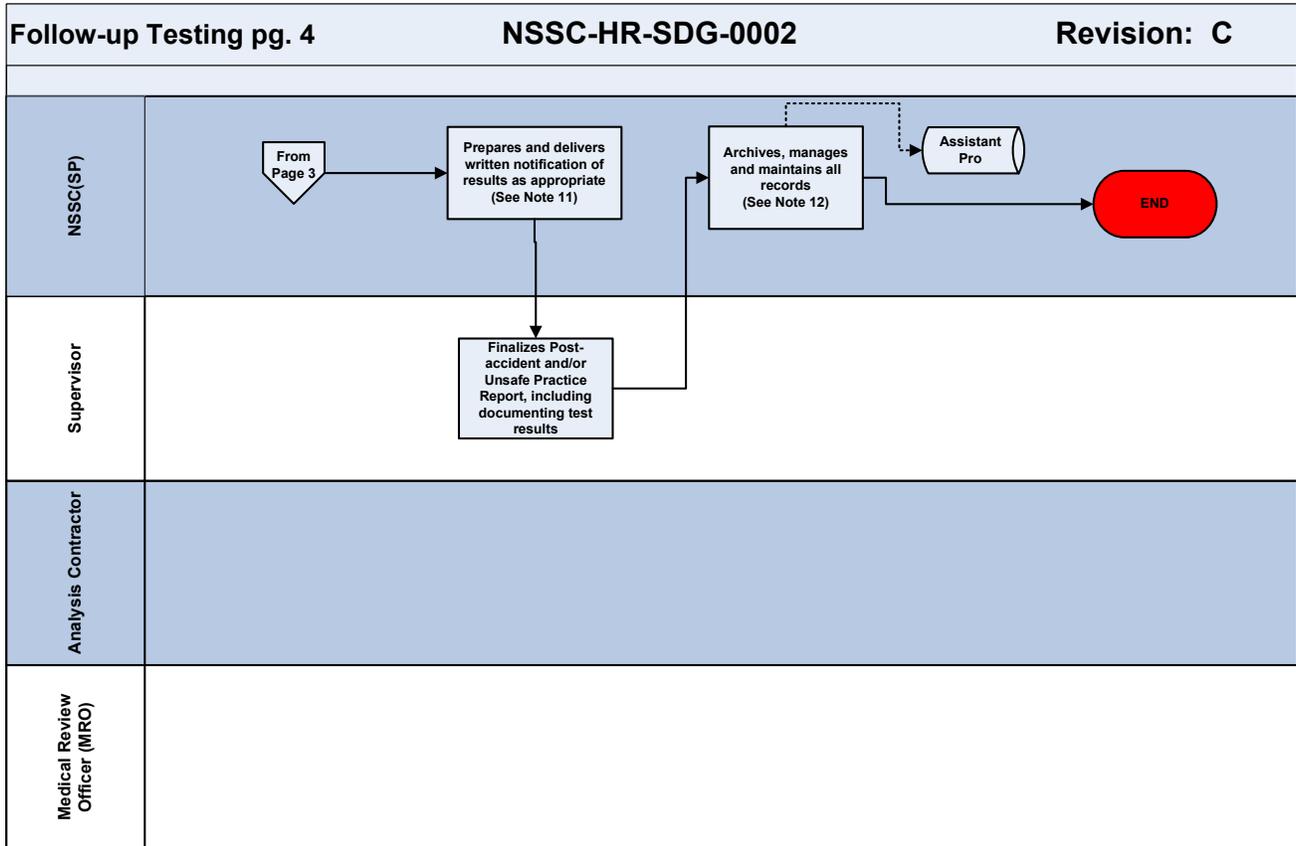
Note 9:

- Federal CCF distributed to laboratory, MRO, employee, HRO, Collection Contractor, and NSSC
- Test for Authorized Drugs

Note 10:
 MRO must review all test results (negative, non-negative (i.e., positive, adulterated, substituted, invalid) and negative and dilute) in accordance with the MRO Manual for Federal Agency Workplace Drug Testing Programs' MRO Review and Reporting Process, consulting with Agency MRO when necessary, prior to reporting results to NSSC

- Reviews documents
- Interviews donor (as required)
- Handles retest requests (as required)
- Interprets and verifies test result, and
- Reports result to NSSC, in writing
 - As negative
 - As negative and dilute (may inform NSSC that next time employee is selected for drug test, Center or HQ may require specimen to be collected using direct observed collection procedure)
 - As positive, refusal to test (substituted), or refusal to test (adulterated)
 - * If employee accepts offer of retest of specimen, notifies NSSC of acceptance of retest option
 - As cancelled with reason for invalid result
 - * If first invalid result and donor's explanation is legitimate medical explanation, a recollection is not required unless negative test result is required based on reason for testing (e.g., applicant, follow-up); in which case, shall inform NSSC that an immediate collection of another specimen is permitted
 - As cancelled with reason for cancellation
 - * If first invalid result and donor's explanation is not legitimate medical explanation, shall direct NSSC to immediately arrange for collection of another specimen using direct observed collection procedure
 - If rejected for testing (due to uncorrectable error), shall inform NSSC that an immediate collection of another specimen is permitted if negative result is required based on reason for testing (e.g., applicant, follow-up).

NSSC Service Delivery Guide	NSSC-HR-SDG-0002 Revision D	
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 44 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		



Note 11:
 NSSC(SP) prepares and distributes written notification of test results as follows:

1. If result is **negative**, provides written notification to employee.
2. If result is **negative and dilute**, provides written notification to employee and annotates record that next specimen may be collected using direct observed collection procedure.
3. If result is **non-negative** (i.e., positive, substituted, adulterated, or invalid), provides written notification to employee, supervisor, and Center HRO.
4. If result is **positive, substituted, or adulterated and employee has requested retest of specimen**, provides written notification to supervisor and Center HRO.
5. If test is **cancelled due to invalid result**, provides written notification to employee. In this case only, if negative test result is required based on reason for testing (e.g., follow-up), provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen.
6. If test is **cancelled**, provides written notification to employee. In addition, if result is same as first invalid result and employee's explanation is not legitimate medical explanation, provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen using direct observed collection procedure.
7. If specimen is **rejected for testing due to uncorrectable error**, provides written notification to employee. In addition, if negative test result is required based on reason for testing (e.g., follow-up), provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen.

Note 12:

- NSSC prepares SAMHSA Annual Report
- Report based on records in Assistant Pro and contractors' invoices

NSSC Service Delivery Guide	NSSC-HR-SDG-0002	Revision D
	Number	
	Effective Date:	January 25, 2008
	Expiration Date:	January 25, 2013
Page 45 of 45		
Responsible Office: Human Resources Department		
SUBJECT: Drug Testing Administration		

Appendix E-Drug Testing-Pre-Employment Testing
Cross-Functional Flowcharts

