National Aeronautics and
Space Administration
NASA Shared Services Center

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NASA Shared Services Center Service Delivery Guide

NSSDG-3000-0002   Revision 10.0

Effective Date: May 31, 2022
Expiration Date: May 31, 2025

Drug Testing Administration

Responsible Office: Human Resources Services Division

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Approved by

_____
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Date

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Document History Log

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
Basic		January 13, 2006	Basic Release.
Revision	A	February 17, 2006	
Revision	B	January 8, 2007	Clarifications, corrections, and addition of Pre-employment Testing.
Revision	C	April 20, 2007	• Updated document to reflect process changes. • Put document into new template. • Inserted cross functional diagrams into document in place of flowcharts.
Revision	6.0	December 9, 2013	• Updated document to reflect changes to The Department of Health and Human Services, Substance Abuse and Mental Health Services Administration Mandatory Guidelines effective October 1, 2010. • Updated Medical Reviewing Officer result reporting procedures. • Typo correction to Random Testing. • Document originated under NSSC-HR-SDG-0002. Renumbered on 08/09/13 to NSSDG-3000-0002 to align with SDNS numbering system adopted in March 2010. • Due to cross-functional flow charts being duplicate of the

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			• information contained in the processes, the flows were removed. • Added definition of quality control specimens. • Added an acronym list.
Revision	7.0	September 16, 2015	• Modified Pre-Employment timeline that is required by the applicant/employee. • Made minor modifications due to the new Administrative Officer notification timeframe to Supervisors for Random Testing.
Revision	8.0	September 27, 2018	• Updated document to new format. • Updated Document History Log format, including the date style in the Effective Date column. • Added the Overview section; incorporated last revision's Introduction; and provided remaining required content for this section. • Moved the Privacy Data section content to the Overview section per the new template. • Included the use of the electronic Custody and Control Form (eCCF) for the collection of specimens off-site. • Removed instances of "faxing" results in the Tips/Notes of Pre-

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			employment testing and replaced with "sends". • Updated Random result reporting goal for "mailing" result to "sending" result. • Added e-mail delivery method for send Pre-employment testing authorization. • Changed number of times testing is held at the Center from 4 to 2 times a fiscal year. • Updated Customer Contact Strategy section per new template. • Removed requirement for employees in TDP to acknowledge 30-Day Notice. • Removed "all" from the NSSC to arrange all on-site logistics due to Center/facility policy & procedures. • Updated minimum monetary damage from $10k to $20 for Post-accident and/or unsafe practice testing. • Subsequent Negative/Dilute results are reported negative. • Added Appendix B, Work Process Flow Diagrams.
Revision	9.0	September 30, 2021	• Updated Pre-employment Testing Process. • Replaced DT Team with Drug Testing Administration. • Replaced Center Human Resources Office (Center HRO) with Servicing Human

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			Resources Office (Servicing HR Office). • Updated flowcharts to reflect process changes, and Drug Testing Administration, and Servicing HR Office. • Edited for grammar and punctuation throughout.
Revision	10.0	May 31, 2022	• Minor update to Pre-employment Testing • Update to System Components

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Overview

1.0 Background

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

2.0 Purpose

This guide outlines the duties that are assigned to the NSSC as the overall drug testing program administrator. The four major areas of responsibilities include, but are not limited to:

a. Selecting and managing contractors to conduct the actual drug testing (i.e., specimen collection, laboratory analysis performed at laboratories certified by the Department of HHS, and specimen quality control);

b. Establishing and coordinating testing dates with these contractors and each of the Centers (including Headquarters) to include arranging for logistics support (e.g., location, contractor access, and specimen kits/shipping supplies);

c. Procuring and managing the software and technical support required to properly identify 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 (AO), deliver notification letters of results to employees), and record test results;

d. Preparing data to be submitted to the Department of HHS, SAMHSA Annual Survey Report and reporting data identified in the Data Requirement Document (DRD), Drug Testing Performance Metrics Reports 3.2-1.

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3.0 Applicability/Scope

The Drug Testing Administration will also monitor the testing process and coordinate with Servicing Human Resources (HR) Offices 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 medical treatment, or 2) damage to government or private property estimated to be in excess of $20,000, an employee's actions are reasonably suspected of having caused or contributed to the accident or incident by a NASA employee.

d. Follow-up – testing of an employee who has been referred through the administrative channels and who successfully completes counseling and rehabilitation for illegal drug use shall be subject to unannounced drug testing for a minimum period of one year and shall be tested at least four times in that year, or more frequently as specified in the Last Chance Agreement.

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. Servicing HR Offices should refer to the Guide for Determining the Need for Pre-Employment Test document when determining if an applicant requires pre-employment testing and/or a 30-day notice.

4.0 Privacy Information

All participants involved must ensure protection of all data covered by the Privacy Act, other applicable Federal Regulations and NASA policies.

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5.0   Records

All records created during the planning, selection, collection, testing and reporting process will be maintained in accordance with NASA Procedural Requirements (NPR 1441.1) NASA Policy Directive (NPD 1440.6I), NASA Records Management and NASA Interim Directive (NID 1600.55), Sensitive But Unclassified Controlled Information, General Records Schedule GRS 1-36 (a) (c) (d(2)) (e(2)) and other Federal records requirements as applicable. Documentation received is included in the NSSC Human Resources Master Records Index.

6.0   Cancellation/Supersession of Previous Documents

This document supersedes NSSDG-3000-0002, NSSC Drug Testing Administration Service Delivery Guide, Revision 9.0.

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Process 1 – Random Testing

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
Identify Testing Pool	Schedule and Coordinate Drug Testing	Randomly Select and Notify Employees for Testing	Conduct Testing	Notify of Test Result	Record Test Result
Servicing HR Office	Drug Testing Administration Collection Contractors	Drug Testing Administration Supervisor	Collection Contractors Laboratory Analysis Contractors MRO	Drug Testing Administration Servicing HR Office Supervisor	Drug Testing Administration

Step Roles and Responsibilities	Random Testing Action	Tips/Notes
Step 1 **Servicing HR Office** Identify Testing Pool	The Servicing HR Office 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. Servicing HR Offices also provide names of Intergovernmental Personnel Act (IPA) or employees who are in TDPs and not identified in FPPS. The Drug Testing Administration provides employees with a 30-day notice. The Drug Testing Administration receives an import of TDPs from FPPS to be utilized for random testing. **Output:** Accurate list of TDPs from FPPS	TDP designation is based on specific criteria identified in NASA Guidelines for Determining TDPs Subject to Random Drug Testing and the employee's job duties. NASA's TDP criterion is consistent with the Federal guidance. TDP guidance may be referenced in the NPR 3792.1.

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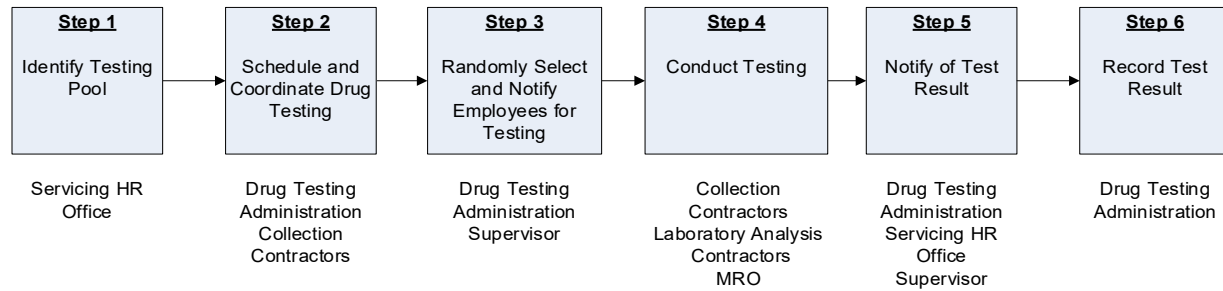
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Step Roles and Responsibilities	Random Testing Action	Tips/Notes
Step 2 **Drug Testing Administration** **Collection Contractors** Schedule and Coordinate Drug Testing	The Drug Testing Administration determines when to conduct testing, coordinates test dates with the Centers and collection contractor, and arrange onsite logistics as applicable. **Output:** Testing scheduled	Testing will be held twice each fiscal year (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 quality control specimens from contractor.
Step 3 **Drug Testing Administration** **Supervisor** Randomly Select and Notify Employees for Testing	The Drug Testing Administration requests download of TDPs from FPPS to the Drug Testing Software. The Drug Testing Administration generates a random list of employees for testing at each Center, utilizing the Drug Testing Software's random generator. The Drug Testing Administration verifies that each employee randomly selected has received a 30-Day Notice, and that 30 days has elapsed since receipt of notice. Drug Testing Administration revises random list and prepares notification letters of date, time, and location of scheduled tests to the randomly selected employees. At this time, the	E-mails to AOs are sent Priority, Encrypted, and Read Receipt. If no read receipt is received, contact is made; information and attachments are e-mailed to alternate if necessary. Random test list must be provided to collection contractor prior to first scheduled test. Policy on test deferrals is addressed in NPR 3792.1. Note: NASA employees not duty stationed at the NASA Center or NASA facility will be directed to go to the

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Step Roles and Responsibilities	Random Testing Action	Tips/Notes
	NSSC is unable to accurately identify Supervisors of employees randomly selected for drug testing. As an interim procedure, until such time Supervisors can be identified, the NSSC will utilize AOs to determine supervisors and distribute notices to them as follows: The Drug Testing Administration e-mails letters to the appropriate Center AOs with instructions that they deliver to the employees' supervisors the day of, and no more than two hours prior, to an employee's scheduled test time. Supervisors shall deliver notification letters of scheduled tests to the employee two hours or less before scheduled test time. If the employee is teleworking during the scheduled test, it is the Supervisors discretion if the employee should report to the Center as scheduled or initiate a request to have the employee tested off-site. Supervisors report any questions and/or conflicts to the Drug Testing Administration at 1-877-677-2123. Employees report to the designated testing location immediately before the scheduled test time. **Output:** Random test list generated; employee notification letters	nearest contractor collection service center to be tested. Supervisor can request remote test using the Random Drug Testing Deferral form (NSSC93).

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Step Roles and Responsibilities	Random Testing Action	Tips/Notes
	delivered Supervisor request for off-site test. Employee deferred.	
Step 4 **Collection Contractors** **Laboratory Analysis Contractors** **Medical Review Officer (MRO)** Conduct Testing	The Collection Contractor conducts testing on scheduled test dates at designated test sites and sends specimens (including quality control) to the Laboratory Analysis Contractor who, in turn, sends results to the MRO. The MRO receives all test results, reviews all other than negative test results, performs follow-up as needed, including any necessary re-testing of specimen or employee, and reports results to the Drug Testing Administration. **Output:** Collection complete; test result(s) received by the MRO and the Drug Testing Administration	The Drug Testing Administration follows mandatory guidelines, NASA procedures, and contract provisions. Quality Control Specimens are included in specimens which are sent to the laboratory. These specimens are used as a quality control measure to ensure laboratories are providing accurate test results. The Drug Testing Administration monitors testing and will notify the Center Drug Program Coordinator (DPC) if employee fails to report for testing, refuses to take test, etc.
Step 5 **Drug Testing Administration** **Servicing HR Office**	Drug Testing Administration prepares and distributes notification of test results as follows: If laboratory reports the result as negative, MRO reports the verified result to the Drug Testing Administration. The Drug Testing	For positive, substituted or adulterated results, employees may request through the MRO a retest of his/her specimen. From the time the MRO notifies the employee, he/she has

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Step Roles and Responsibilities	Random Testing Action	Tips/Notes
Supervisor Notify of Test Result	Administration provides notification to the employee. If laboratory reports the result as negative and dilute, the MRO reports the verified result to the Drug Testing Administration. The Drug Testing Administration provides notification of the result and retest notice to the Center DPC. If the result is positive and dilute or positive, the MRO provides the employee the opportunity to provide a valid medical explanation. If the explanation is legitimate, the MRO reports the result as negative to the Drug Testing Administration. The Drug Testing Administration provides notification to the employee. If the explanation is not legitimate, the MRO reports the result as positive to the Drug Testing Administration. The Drug Testing Administration provides the notification to the Servicing HR Office, Supervisor, Employee Relations Office (ERO) and the employee. If the laboratory reports the result as invalid, the MRO provides the employee the opportunity to provide a legitimate explanation and research other variables. If a valid medical reason is provided or other variables are acceptable,	72 hours to request a retest of the specimen. Any subsequent Negative/Dilute results are reported as negative.

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Step Roles and Responsibilities	Random Testing Action	Tips/Notes
	the MRO reports the verified test result as cancelled with the reason for the invalid result and notifies the Drug Testing Administration that a recollection is not required. The Drug Testing Administration provides notification to the Servicing HR Office. However, if a negative result is required based on the reason for the test (e.g., follow-up), the Drug Testing Administration provides notification to the Servicing HR Office and initiates collection of another specimen. If a valid medical reason is not provided or other variables are not acceptable, the MRO reports the verified result as cancelled with the reason for the invalid result and directs the Drug Testing Administration to collect another specimen from the employee using direct observation. The Drug Testing Administration provides notification to the Servicing HR Office. If the laboratory reports the result as **substituted or adulterated**, the MRO provides the employee an opportunity to provide a legitimate medical explanation. If there is no valid medical reason provided, the MRO reports the verified result as a refusal to test to the Drug Testing Administration. The Drug Testing	

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Step Roles and Responsibilities	Random Testing Action	Tips/Notes
	Administration provides notification to the Servicing HR Office. If there is a valid medical reason provided, the MRO reports the result as negative to the Drug Testing Administration. If the MRO verifies the result as cancelled because it was rejected for testing due to an uncorrectable error, the MRO reports the test as **cancelled** to the Drug Testing Administration. Uncorrectable errors may include, but are not limited to, the specimen label/seal is broken or shows evidence of tampering on the primary (Bottle A) specimen and the split (Bottle B) specimen; the collector's printed name and signature are omitted on the Federal CCF. The Drug Testing Administration provides notification to the Center DPC and initiates another specimen collection. **Output:** Notification of test results provided to Center and employee	

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Step Roles and Responsibilities	Random Testing Action	Tips/Notes
Step 6 **Drug Testing Administration** Record Test Results	The Drug Testing Administration updates internal systems (i.e., TechDoc, Service Now) and the Drug Testing Software with test results and test notifications. **Output:** Employee's record updated in the Drug Testing software	The Drug Testing Administration prepares drug testing portion of SAMHSA annual report based on records in the Drug Testing Software, contractor invoices, and other maintained records.

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Metric/Goals – Random Testing

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Goals/Metric
Drug Testing Administration	Testing Scheduled	NASA employees in a TDP or employees that volunteered to be in the testing pool and are randomly selected	Number of times random testing is conducted at each Center annually. Goal = 2 times
Drug Testing Administration	Random Selections Conducted	Agency	Percentage of TDPs randomly selected annually. Metric = 25%
Drug Testing Administration/ Administrative Officer	Employee Notification Letters	Supervisor/Employee	Percentage of time the NSSC delivers employee notification letters to Administrative Officer no later than 48 hours prior to an employee's scheduled test time. Metric = 95%
Collection Contractor	Specimens	Laboratory Analysis Contractor	Number of instances a specimen is rejected due to uncorrectable error. Goal = 0

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Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Goals/Metric
Laboratory Analysis Contractor	Test Results	MRO	Percentage of time test results are received no more than 5 days after test date. Goal = 100%
Drug Testing Administration	Notification of Test Results	Employee, Supervisor, Servicing HR Office	Percentage of time test results are available to employee within 2 business days of receipt of results from MRO. Metric = 100%

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Process 2 – Reasonable Suspicion Testing

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
Evaluate Evidence	Schedule Drug Testing	Notify Employee	Conduct Testing (Collection and Analysis)	Notify of Test Result	Record Test Result
Supervisor Higher-level Supervisor Servicing HR Office General Counsel	Drug Testing Administration Collection Contractors	Drug Testing Administration Supervisor	Collection Contractors Laboratory Analysis Contractors MRO	Drug Testing Administration Servicing HR Office Supervisor	Drug Testing Administration

Step Roles and Responsibilities	Reasonable Suspicion Testing Action	Tips/Notes
Step 1 **Supervisor** **Higher-Level Supervisor** **Servicing HR Office** **General Counsel** Evaluate Evidence	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, Servicing HR Office, and Center General Counsel to evaluate evidence to determine the need to conduct a reasonable suspicion test. If the Center General Counsel determines evidence substantiates the need to test, the Servicing HR Office and the Supervisor send the report to the Drug Testing Administration. **Output:** Evidence evaluated	Reasonable suspicion testing may be conducted on any employee in TDP, whether suspected usage occurred on or off duty, or any employee in any position where suspected usage occurred on duty or there is on-duty drug impairment. Testing must be based on specific evidence. Supervisor's documentation 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.

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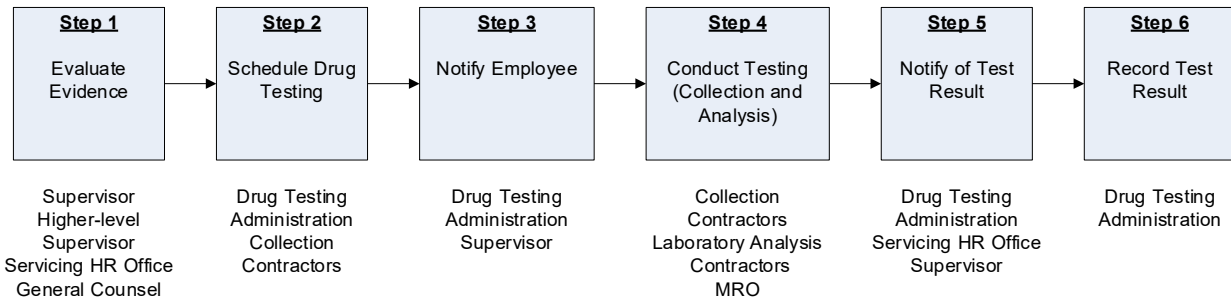| Step Roles and Responsibilities	Reasonable Suspicion Testing Action	Tips/Notes
Step 2 **Drug Testing Administration** **Collection Contractors** Schedule Drug Testing	Upon receipt of Supervisor's documentation, the Drug Testing Administration notifies the collection contractor immediately to schedule the test. The Drug Testing Administration coordinates all onsite logistics associated with the testing. **NOTE:** Either Center Liaison or Collection Contractor must have specimen collection kits on hand for such "emergencies." Center DPC or security may also stock additional pre-printed Federal CCFs for collection contractor use. **Output:** Test scheduled	Coordination must include location, security of location, and Center access (i.e., passes/badges) for contractor. Collection Contractor must respond as expeditiously as possible following notification. **NOTE:** Contract must stipulate response time (e.g., within 2 hours of notification). Specimen collection kits include Federal CCFs and shipping supplies from laboratory analysis contractor.

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Step Roles and Responsibilities	Reasonable Suspicion Testing Action	Tips/Notes
Step 3 **Drug Testing Administration** **Supervisor** Notify Employee	Drug Testing Administration notifies the Center DPC and the 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. Supervisor delivers notification letter of scheduled test to the employee shortly before, but no more than ½ hour before scheduled test time. The Supervisor reports any questions and/or conflicts with employee to the Drug Testing Administration. **Output:** Employee notification delivered	Notification must include date, time, and designated testing location (usually onsite). Reason to test and the name(s) of employee(s) to be tested must be provided to Collection Contractor prior to test.

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Step Roles and Responsibilities	Reasonable Suspicion Testing Action	Tips/Notes
Step 4 **Collection Contractors** **Laboratory Analysis Contractors** **MRO** Conduct Testing (Collection and Analysis)	The Collection Contractor conducts testing at scheduled test site and sends specimen to the Laboratory Analysis Contractor who will, in turn, send results to the MRO. The MRO receives all test results, reviews all other than negative test results, performs follow-up as needed, including any necessary re-testing of specimen or employee, and reports results to the Drug Testing Administration. **Output:** Collection complete; test results received by the MRO and the Drug Testing Administration	The Drug Testing Administration monitors testing and will notify Servicing HR Office if employee fails to report for testing, refuses to take test, etc.
Step 5 **Drug Testing Administration** **Servicing HR Office** **Supervisor** Notify of Test Result	The Drug Testing Administration prepares and delivers notification of test results to the employee, Supervisor, Center, Servicing HR Office, and others as appropriate. **NOTE:** Refer to Step 5 of Random Drug Testing Roles and Responsibilities for possible test results and specific situations that may require additional testing. **Output:** Notification of test results provided to Center	The Drug Testing Administration must work closely with MRO to take appropriate next steps on any result other than negative. When required, the Supervisor and Servicing HR Office must initiate disciplinary action against employee for other than negative results. Centers may refer to the NPR 3792.1 for more information on a range of disciplinary consequences.

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Step Roles and Responsibilities	Reasonable Suspicion Testing Action	Tips/Notes
Step 6 **Drug Testing Administration** Record Test Result	The Drug Testing Administration updates internal systems (i.e., TechDoc) and the Drug Testing Software with test results and test notifications. **Output:** Employee's record updated in the Drug Testing software	The Drug Testing Administration prepares drug testing portion of SAMHSA annual report based on records in the Drug Testing Software, contractor invoices, and other maintained records.

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Goals/Metrics – Reasonable Suspicion Testing

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Goals/Metric
Drug Testing Administration/Collection Contractor	Scheduled Test	Servicing HR Office Supervisor Employee	Percentage of time Drug Testing Administration schedules test within 2 hours of notification by the Center Management Official. Metric = 98% Percentage of time Collection Contractor collects specimen within 2 hours of being notified by the Drug Testing Administration. Goal = 100%

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Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Goals/Metric
Drug Testing Administration/Supervisor	Employee Notification Letter	Supervisor/Employee	Percentage of time the Drug Testing Administration delivers employee notification letter to employee's supervisor within 2 hours of receipt of supervisor's report. Goal = 100%
Collection Contractor	Specimens	Laboratory Analysis Contractor	Number of instances a specimen is rejected due to uncorrectable error. Goal = 0
Laboratory Analysis Contractor	Test Results	MRO	Numbers of instances that test results are received no more than 5 business days after test date. Goal = 0

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Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Goals/Metric
MRO	Final Test Result	Drug Testing Administration	Percentage of time test results are sent no more than 10 business days from receipt of results from the laboratory. Goal = 100%
Drug Testing Administration	Notification of Test Results	Employee, Supervisor, Servicing HR Office	Percentage of time test results are mailed to employee within 2 business days of receipt of results from MRO. Goal = 100%

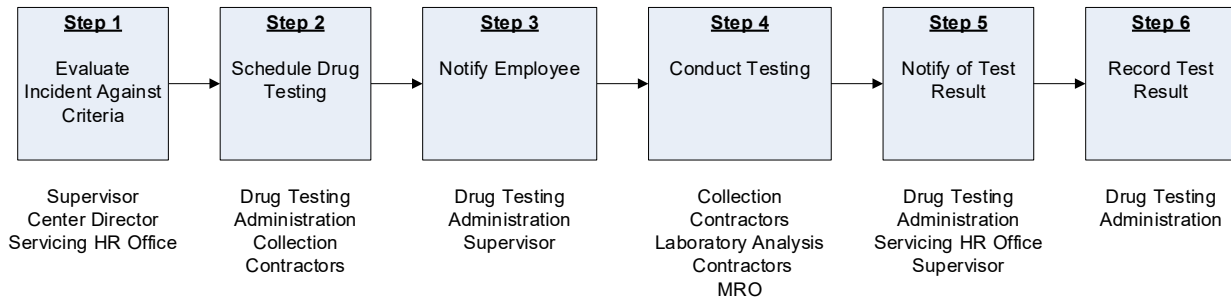| NSSC Service Delivery Guide	NSSDG-3000-0002 Revision 10.0
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Process 3 – Post-Accident and/or Unsafe Practice Testing

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
Evaluate Incident Against Criteria	Schedule Drug Testing	Notify Employee	Conduct Testing	Notify of Test Result	Record Test Result
Supervisor Center Director Servicing HR Office	Drug Testing Administration Collection Contractors	Drug Testing Administration Supervisor	Collection Contractors Laboratory Analysis Contractors MRO	Drug Testing Administration Servicing HR Office Supervisor	Drug Testing Administration

Step Roles and Responsibilities	Post-Accident and/or Unsafe Practice Testing Action	Tips/Notes
Step 1 **Supervisor** **Center Director** **Servicing HR Office** Evaluate Incident Against Criteria	When a covered event occurs, the supervisor presents facts to appropriate management officials to include Servicing HR Office and the Center Director or Designee. Center Director or Designee determines whether the incident meets covered event criteria. Supervisor and Center Director or Designee determines which employees may have contributed to the incident and approves testing. The supervisor documents the facts surrounding the incident in an Incident Report and sends report to Center DPC and the Drug Testing Administration along with testing approval. **Output:** Evidence evaluated	Covered event criteria outlined in the NPR 3792.1. Employee causes or contributes to a fatality or personal injury requiring medical treatment, or substantial damage to government or other property in excess of $20,000. **NOTE:** Determination whether or not incident meets covered event criteria is separate from any mishap investigation that may be conducted. Supervisor's documentation includes: description of incident, location, date/time, employees involved, source of information (e.g., witnesses), and rationale for testing recommendation (i.e., criteria met), and approval of Center Director.

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Step Roles and Responsibilities	Post-Accident and/or Unsafe Practice Testing Action	Tips/Notes
Step 2 **Drug Testing Administration** **Collection Contractors** Schedule Drug Testing	Upon receipt of Supervisor's documentation, the Drug Testing Administration notifies Collection Contractor immediately to schedule test. The Drug Testing Administration 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. The Center point of contact, Security, or Collection Contractor must have specimen collection kits and Federal CCFs on hand for such emergencies. **Output:** Test scheduled	Coordination must include location, security of location, and Center access (i.e., passes/badges) for contractor, and if applicable, escort to location. Collection Contractor must respond as expeditiously as possible following notification. **NOTE:** Contract must stipulate response time (i.e., within 2 hours of notification). Specimen collection kits include Federal CCF and shipping supplies from laboratory analysis contractor. Testing site may be site of accident. For Post-Accident and/or Unsafe Practice Test requests received after business hours, the Drug Testing Administration may contact an applicable Center Safety and Mission Assurance contact for assistance with reserving a test site.

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Step Roles and Responsibilities	Post-Accident and/or Unsafe Practice Testing Action	Tips/Notes
Step 3 **Drug Testing Administration** **Supervisor** Notify Employee	The Drug Testing Administration notifies the Servicing HR Office 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. 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. **Output:** Employee notification delivered	Notification must include date, time, and designated testing location. If feasible, name of employee(s) to be tested and reason for testing must be provided to Collection Contractor, in writing, prior to test. The Supervisor reports any problem(s) with employee(s) testing to the Drug Testing Administration.

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Step Roles and Responsibilities	Post-Accident and/or Unsafe Practice Testing Action	Tips/Notes
Step 4 **Collection Contractors** **Laboratory Analysis Contractors** **MRO** Conduct Testing	The Collection Contractor conducts testing at scheduled test site and sends specimen to the Laboratory Analysis Contractor who will, in turn, send results to the MRO. The MRO receives all test results, reviews all other than negative test results, performs follow-up as needed, including any necessary re-testing of specimen or employee, and reports results to the Drug Testing Administration. **Output:** Collection complete; test results received by the MRO and Drug Testing Administration	If possible, Drug Testing Administration monitors testing and notifies Servicing HR Office if employee fails to report for testing, refuses to take test, etc. In the event the Drug Testing Administration cannot monitor the testing and an issue with an employee arises, the Supervisor or other NASA official at the site will notify both the Servicing HR Office and the NSSC.
Step 5 **Drug Testing Administration** **Servicing HR Office** **Supervisor** Notify of Test Result	The Drug Testing Administration prepares and delivers notification of test results to the employee, Supervisor, Center, Servicing HR Office, and others as appropriate. **NOTE:** Refer to Step 5 of Random Drug Testing for possible test results and specific situations that may require additional testing. **Output:** Notification of test results provided to Center	The Drug Testing Administration must work closely with MRO to take appropriate next steps on any result other than negative. When required, the Supervisor and Servicing HR Office must initiate disciplinary action against employee for other than negative results. Centers may refer to the NPR 3792.1, for more information on a range of disciplinary consequences.

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Step Roles and Responsibilities	Post-Accident and/or Unsafe Practice Testing Action	Tips/Notes
Step 6 **Drug Testing Administration** Record Test Result	The Drug Testing Administration updates internal systems (i.e., TechDoc) and the Drug Testing Software with test results and test notifications. **Output:** Employee's record updated in the Drug Testing software	The Drug Testing Administration prepares drug testing portion of SAMHSA annual report based on records in the Drug Testing Software, contractor invoices, and other maintained records.

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Goals/Metrics – Post-Accident and/or Unsafe Practice Testing

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Goal/Metric
Drug Testing Administration/Collection Contractor	Scheduled Test	Servicing HR Office Supervisor Employee	Percentage of time the Drug Testing Administration schedules test within 2 hours of notification by the Center Management Official Metric = 98% Percentage of time Collection Contractor collects specimen within 2 hours of being notified by the Drug Testing Administration. Goal = 100%
Collection Contractor	Specimens	Laboratory Analysis Contractor	Number of instances a specimen is rejected due to uncorrectable error. Goal = 0

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Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Goal/Metric
Laboratory Analysis Contractor	Test Results	MRO	Percentage of time that test results are received no more than 5 business days after test date. Goal = 100%
Drug Testing Administration	Notification of Test Results	Employee, Supervisor, Servicing HR Office	Percentage of time test results are mailed to employee within 2 business days of receipt of results from MRO. Goal = 100%

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Process 4 – Follow-up Testing

Step 1	Step 2	Step 3	Step 4	Step 5
Schedule and Coordinate Drug Testing	Notify Employee	Conduct Testing	Notify of Test Result	Record Test Result
Drug Testing Administration Supervisor Servicing HR Office Collection Contractors	Drug Testing Administration Supervisor	Collection Contractors Laboratory Analysis Contractors MRO	Drug Testing Administration Servicing HR Office Supervisor	Drug Testing Administration

Step Roles and Responsibilities	Follow-up Testing Action	Tips/Notes
Step 1 **Drug Testing Administration** **Supervisor** **Servicing HR Office** **Collection Contractors** Schedule and Coordinate Drug Testing	When an employee tests positive or invokes Safe Harbor, Servicing HR Office notifies Drug Testing Administration of resulting action (i.e., date employee terminated, whether employee is in rehabilitation, and approximate date follow-up will commence). At completion of rehabilitation, Servicing HR Office 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). The Drug Testing Administration conducts	Employee 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, a minimum of 4 times for one year. Testing may be accomplished during scheduled random testing or arranged other times. Onsite logistics must include location, security of location, Center access (i.e., passes/badges) for contractor, and supply of specimen collection kits (including Federal CCF and shipping supplies) from Laboratory Analysis Contractor.

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Step Roles and Responsibilities	Follow-up Testing Action	Tips/Notes
	testing; may consult with Supervisor and Servicing HR Office to determine when follow-up testing should commence. The Drug Testing Administration coordinates test date with Center and Collection Contractor. The NSSC arranges for all onsite logistics associated with testing (e.g., ordering specimen collection kits, appropriate number of quality control specimens). **Output:** Testing scheduled	
<u>**Step 2**</u> **Drug Testing Administration** **Supervisor** Notify Employee	The Drug Testing Administration prepares and delivers the employee notification letter to the AO who in turn, delivers it to the employee's Supervisor no more than 24 hours prior to employee's scheduled test time. Supervisor reports any problems and/or conflicts to the Drug Testing Administration. **Output:** Employee notification delivered	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.

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Step Roles and Responsibilities	Follow-up Testing Action	Tips/Notes
Step 3 **Collection Contractors** **Laboratory Analysis Contractors** **MRO** Conduct Testing	The Collection Contractor conducts testing at Centers on scheduled test dates at designated test sites and sends specimens (including quality control) to the Laboratory Analysis Contractor who, in turn, sends results to the MRO. The MRO receives all test results, reviews all other than negative test results, performs follow up as needed (including any necessary re-testing of specimen or employee), and reports results to the Drug Testing Administration. **Output:** Collection complete; test results received by the MRO and the Drug Testing Administration	The Drug Testing Administration monitors testing and notifies the Servicing HR Office if employee fails to report for testing, refuses to take test, etc.

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Step Roles and Responsibilities	Follow-up Testing Action	Tips/Notes
Step 4 **Drug Testing Administration** **Servicing HR Office** **Supervisor** Notify of Test Result	The Drug Testing Administration prepares and delivers notification of test results to the employee, Supervisor, Center, Servicing HR Office, and others as appropriate. **NOTE:** Refer to Step 5 of Random Drug Testing Roles and Responsibilities for possible test results scenarios and specific situations that may require additional testing. **Output:** Notification of test results provided to Center	The Drug Testing Administration must work closely with MRO to take appropriate next steps on any result other than negative. When required, the Supervisor and Servicing HR Office must initiate disciplinary action against employee for other than negative results. Centers may refer to NPR 3792.1 for more information on a range of disciplinary consequences.
Step 5 **Drug Testing Administration** Record Test Result	The Drug Testing Administration updates internal systems (i.e., TechDoc) and the Drug Testing Software with test results and test notifications. **Output:** Employee's record updated in the Drug Testing software	The Drug Testing Administration prepares drug testing portion of SAMHSA annual report based on records in the Drug Testing Software, contractor invoices, and other maintained records.

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Goals/Metrics – Follow-up Testing

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Goal/Metric
Drug Testing Administration/Supervisor or Administrative Officer	Employee Notification Letter	Supervisor/Employee	Percentage of time NSSC delivers notification to Administrative Officer or Supervisor 48 hours or less prior to an employee's scheduled test time. Goal = 80%
Collection Contractor	Specimens	Laboratory Analysis Contractor	Number of instances a specimen is rejected due to uncorrectable error. Goal = 0
Laboratory Analysis Contractor	Test Results	MRO	Percentage of time that test results are received no more than 5 days after test date. Goal = 100%

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Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Goal/Metric
Drug Testing Administration	Notification of Test Results	Employee Supervisor Servicing HR Office Others as Appropriate	Percentage of time test results are mailed to employee and others, if appropriate, within 2 business days of receipt of results from MRO. Goal = 100%

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Process 5 – Pre-Employment Testing

Step 1	Step 2	Step 3	Step 4	Step 5
Identify Drug Testing Position and Create Workflow in USAS	Send Drug Testing Authorization to Selectee	Report to Collection Center; Send Result to MRO; Send Result to the NSSC	Receives Result and Records Result in USAS	Record Test Result
NSSC Staffing Specialist	Drug Testing Administration	Selectee Collector Laboratory Analysis Contractors MRO Drug Testing Administration	Drug Testing Administration	Drug Testing Administration

Step Roles and Responsibilities	Pre-Employment Testing Action	Tips/Notes
Step 1 **NSSC Staffing Specialist** Identify Drug Testing Position and Create Workflow in USAS	NSSC Staffing Specialist designates and annotates on vacancy announcement and enters workflow into USA Staffing® (USAS) when a position is a TDP. **Output:** Selectee identified for Drug Test and drug testing workflow created	The Selectee's contact information can be found in the questionnaires tab under contact info. Centers may reference the Guide for Determination of Need for Pre-Employment Drug Test by Personnel Action when determining if a position requires a Pre-Employment test prior to entering the position.

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Step Roles and Responsibilities	Pre-Employment Testing Action	Tips/Notes
Step 2 **Drug Testing Administration** Send Drug Testing Authorization to Selectee	The workflow in USAS assigns the Schedule Drug Test task to the Drug Testing Administration Lead. The Drug Testing Administration sends a pre-employment drug testing notification to the candidate's e-mail address. The pre-employment drug testing email includes an authorization form, and a standardized email with instructions. In lieu of an email authorization, the CCF can be mailed **Output:** Drug Testing notification sent to applicant	Potential candidate has 2 business days from the date of receipt of the drug test packet to complete testing. Drug Testing Administration verifies mailing address with applicant/employee when mailing testing material.

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Step Roles and Responsibilities	Pre-Employment Testing Action	Tips/Notes
Step 3 **Selectee** **Collector** **Laboratory Analysis Contractors** **MRO** **Drug Testing Administration** Report to Collection Center; Send Result to MRO; Send Result to the NSSC	Applicant takes authorization or CCF if one was mailed to collection facility and provides specimen. Laboratory performs analyses and provides results to the MRO. MRO provides the verified result to the Drug Testing Administration. **Output:** Collection made and sent to laboratory for analysis; results sent to MRO for medical determination; results forwarded to the Drug Testing Administration	Once the specimen is provided, the collection facility forwards the specimen to the laboratory for analysis, sends Copy 2 of the paper CCF to the MRO, and sends Copy 4 of the paper CCF to the NSSC. Within 36 hours of receipt, the laboratory sends the negative result to the MRO. If the result is other than negative, it is sent to the MRO within 72 hrs. Copies of the electronic CCF may be obtained through the labs requisition system
Step 4 **Drug Testing Administration** Receives Result and Records Result in USAS	The Drug Testing Administration updates the workflow in USAS indicating the result. **Output:** Official result records in USAS	The Drug Testing Administration records results in USAS within 1 business day of receipt.

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Step Roles and Responsibilities	Pre-Employment Testing Action	Tips/Notes
Step 5 **Drug Testing Administration** Record Test Result	The Drug Testing Administration updates internal systems (i.e., TechDoc) and the Drug Testing Software with test results and test notifications. **Output:** Employee's record updated in the Drug Testing software	The Drug Testing Administration prepares drug testing portion of SAMHSA annual report based on records in the Drug Testing Software, contractor invoices and other maintained records.

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Goals/Metrics – Pre-Employment Testing

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Goal/Metric
Drug Testing Administration	Pre-employment testing notification	Pre-Employment Candidates	Percentage of time the Drug Testing Administration sends notification within 3 business days of receipt. Metric = 90%
Collection and Laboratory Contractors	Service Center sends specimen to lab, makes a copy of CCF available to the MRO and NSSC. Results sent to MRO for review and determination	MRO	Percentage of time the lab sends negative results to the MRO within 36 hours, if negative and 72 hours, if other than negative. Goal = 100%
Drug Testing Administration	Result received from the MRO, and Servicing HR Office is notified	Servicing HR Office	Percentage of time the Drug Testing Administration e-mails result to Servicing HR Office within 1 business day of receipt. Goal = 100%

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Metrics

Metrics for each process are located after each process chart.

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System Components

Existing Systems

Existing IT System Title	IT System Description	Access Requirements	IT System Interfaces
FPPS	Processing System for Payroll and Personnel Actions	Internal and External NSSC Customers	Web Access, Data Warehouse, NASA Automated Awards System (NAAS), NASA Organizational Profile System (NOPS), System for Administration, Training, and Educational Resources for NASA (SATERN)
TechDoc	Electronic Library	NSSC	ServiceNow, secure file server, Kofax
ServiceNow/ HRSD	NSSC Internal Work Tracking System	NSSC	TechDoc, USA Staffing®
Drug Pak	Drug Testing Software	User and User Support	Interface/Reporting from FPPS Database

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Existing IT System Title	IT System Description	Access Requirements	IT System Interfaces
Drug Testing Program Management (Health Evaluation Information System for the Drug Abuse Industry (HEIDI)	Maintain TDP List	User and User Support	Interface/Reporting from FPPS Database
USAS	Captures Vacancies, Tracks Recruiting Requirements and Activities, Captures Information on Employees Prior to Entering on Duty	Internal and External NSSC Customers	ServiceNow through the AAO data integration and USA Jobs

New Systems

New IT System Title	IT System Description	Access Requirements	IT System Interfaces
Quest Employer Solutions Portal (ESP)	System for requesting drug tests and creating authorization	NSSC	N/A

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Customer Contact Center Strategy

The NSSC Customer Contact Center Service Delivery Guide provides details regarding menu position, routing, and escalation of inquiries for this activity. NSSDG-1200-0001, NSSC Customer Contact Center Service Delivery Guide, is located at: https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=1926925&rev=$latest.

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Appendix A – Acronym List

Acronym	Meaning
AO	Administrative Officers
CCF	Custody and Control Form
DFWP	Drug-Free Workplace Program
DPC	Drug Program Coordinator
DRD	Data Requirement Document
EAP	Employee Assistance Program
EODS	Entrance on Duty System
ePDS	electronic Position Description System
ERO	Employee Relations Office
FPPS	Federal Personnel Payroll System
HEIDI	Health Evaluation Information System for the Drug Abuse Industry
HHS	Health and Human Services
IPA	Intergovernmental Personnel Act
MRO	Medical Review Officer
NAAS	NASA Automated Awards System
NASA	National Aeronautics and Space Administration
NOPS	NASA Organizational Profile System
NPR	NASA Procedural Requirements
NSSC	NASA Shared Services Center

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Acronym	Meaning
SAMHSA	Substance Abuse and Mental Health Services Administration
SATERN	System for Administration, Training, and Educational Resources for NASA
TDP	Testing Designated Position
USAS	USA Staffing®

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Appendix B – Work Process Flow Diagrams
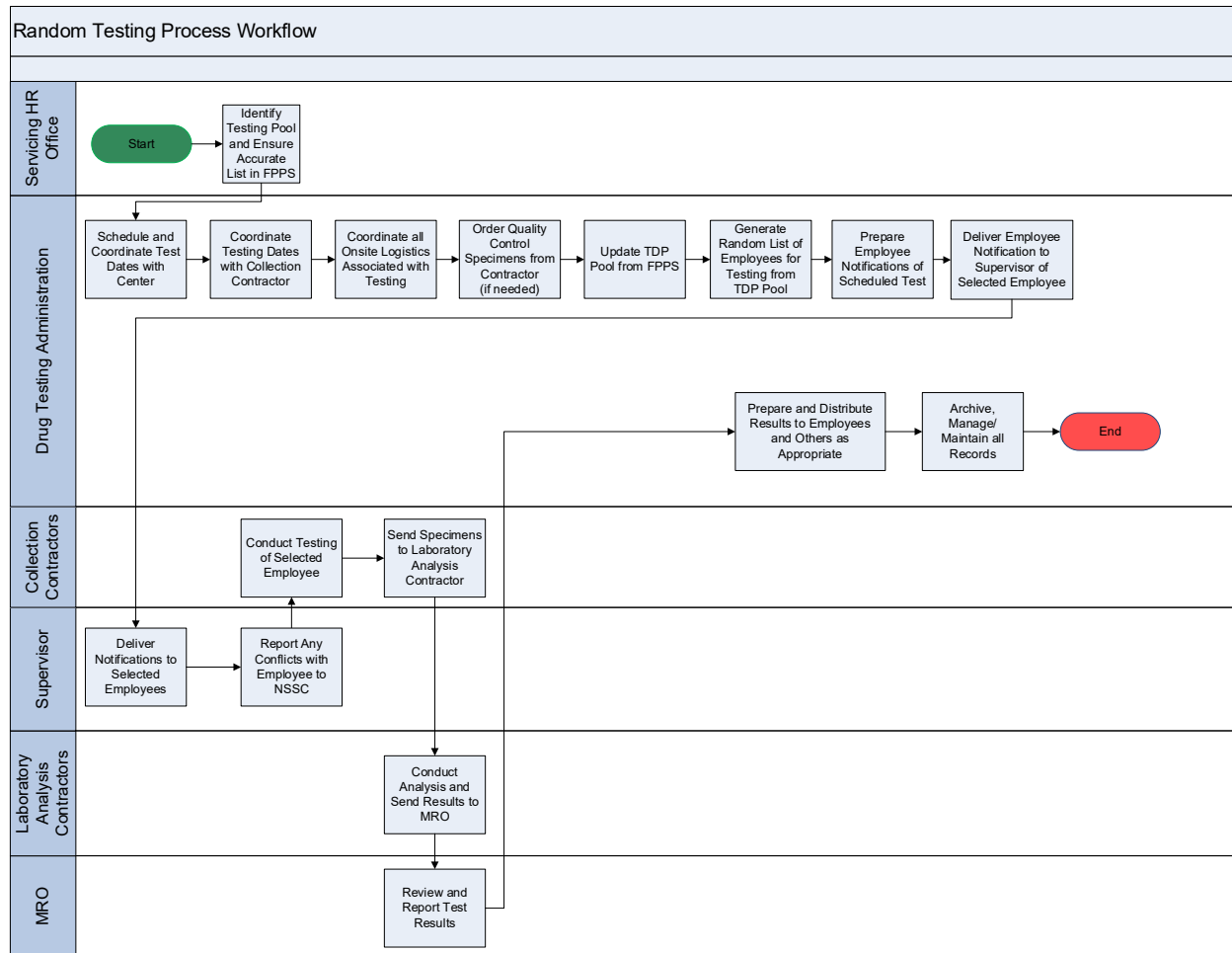
Random Testing Process Workflow

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Reasonable Suspicion Testing Process Workflow

Post-Accident and/or Unsafe Practice Testing Process Workflow

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Follow-up Testing Process Workflow

Drug Testing Administration: Start → Schedule and Coordinate Testing Date with Center → Coordinate Testing Date with Collection Contractor → Coordinate All Onsite Logistics Associated with Testing → Prepare and Deliver Notification to Supervisor of Employee → Prepare and Distribute Results to Employee and Others as Appropriate (See Note 1) → Archive, Manage/Maintain All Records → End

Supervisor: Deliver Employee Notification to Employee → Report Any Conflicts with Employee to Drug Testing Administration

Collection Contractors: Conduct Testing of Employee → Send Specimen to Laboratory Analysis Contractor

Laboratory Analysis Contractors: Conduct Analysis and Send Results to MRO

MRO: Review and Report Test Results

Note 1:
The Drug Testing Administration must work closely with MRO to take appropriate next steps on any result other than negative. When required, the Supervisor and Servicing HR Office must initiate disciplinary action against employee for other than negative results. Centers may refer to NPR 3792.1 for more information on a range of disciplinary consequences.

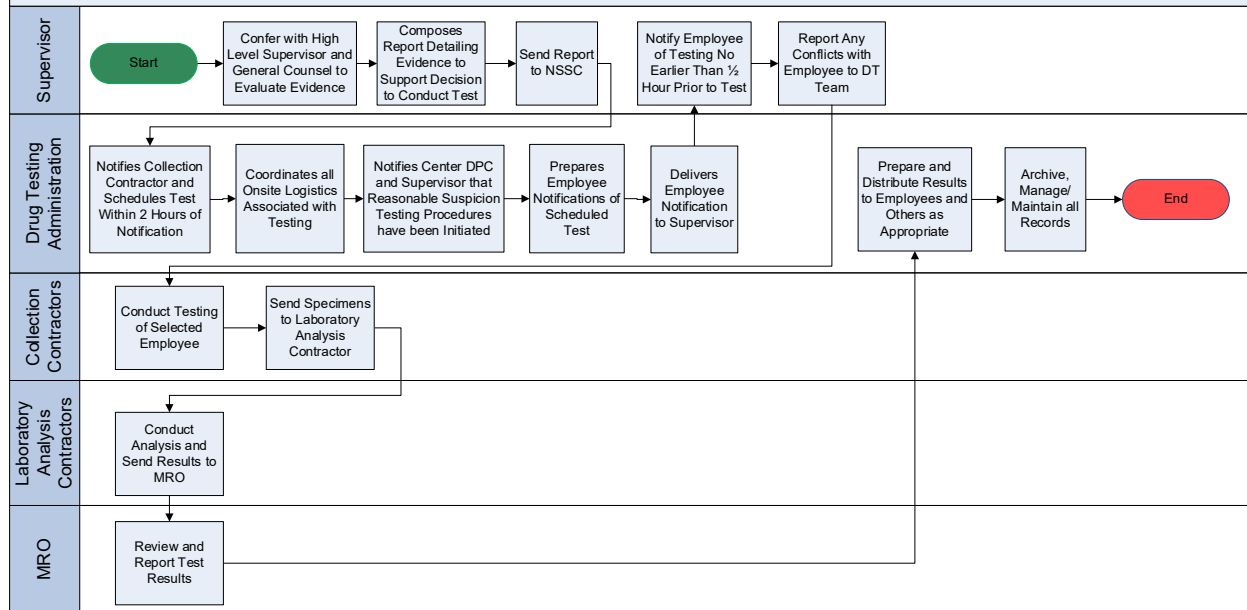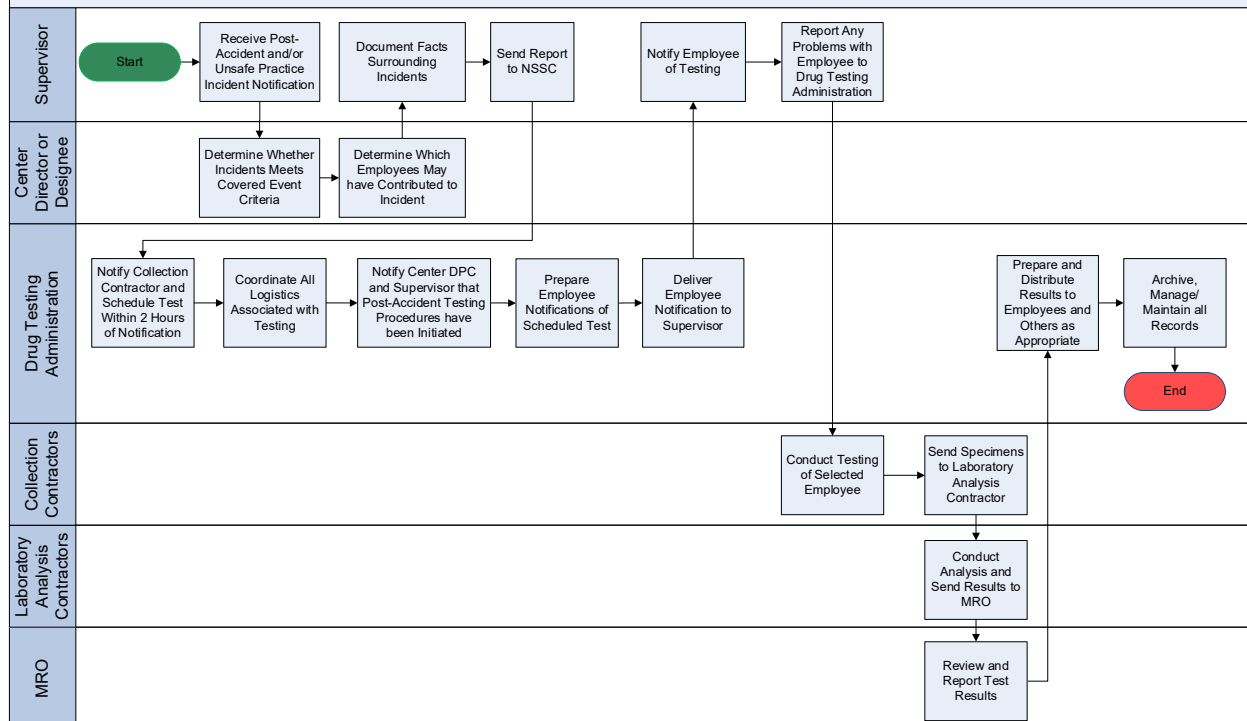| NSSC	NSSDG-3000-0002 Revision 10.0
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Pre-Employment Testing Process Workflow

NSSC Staffing Specialist

Start → Assign the "Schedule Drug Test" Task in USA Staffing

Drug Testing Administration

Deliver Notification with Instructions and Forms to Applicant

Update Result in USA Staffing → Archive, Manage/ Maintain All Results → End

Applicant

Take Forms to Collection Contractor, Provide Specimen

Collection Contractors

Conduct Testing → Send Specimen to Laboratory Analysis Contractor

Laboratory Analysis Contractors

Conduct Analysis, Send Result to MRO

MRO

Review and Report Test Results