**Provider will:**

1. Provider, staff and/or subcontractors must satisfactorily complete an online drug collection training that will be administered by a DFCS approved provider. Supplier must certify its understanding of this requirement and willingness to comply.
2. Provider will accommodate family schedules, to include providing services during the afternoon, evening, weekends, on-call, at local courts, in the client’s home and in any other location as requested 24 hours a day. Supplier must certify its understanding of this requirement and willingness to comply.
3. Provider will ensure and verify all para-professional and/or professional full/part time staff or subcontractors have the required experience, education, credentials and/or training certification and be pre-approved by the State Office Contract Administrator prior to providing services under this contract, in accordance with the contract deliverables, programmatic requirements, polices, procedures and the CoStar Fiscal Manual set forth by DHS/DFCS. Supplier must certify its understanding of this requirement and willingness to comply.
4. Provider will ensure have adequate staff of 2:1 (staff per county) for coverage in servicing areas.
5. Provider will ensure all full/part time para-professional and/or professional staff and sub-contracted providers have been approved by DHS/DFCS prior to any service provision by submitting an agency organizational chart by the 15th of every month with all required documents to their assigned State Office Contract Administrator. Supplier must certify its understanding of this requirement and willingness to comply.
6. Provider will ensure and verify all para-professional and/or professional full/part time staff have the required education and credentials to perform services:
   1. Criminal Background Check/DHS Clearance letter
   2. Valid State approved picture ID
   3. Proof of training certificate (***Averhealth collection training is acceptable***)
   4. Resume (***with one year of human services experience***)
   5. GED/High School Diploma or higher
7. Provider will ensure all staff and/or sub-contractors complete all mandatory trainings with a test score of 80% or higher within 30 days of full approval status from their assigned contract administrator and will maintain training certificates in their agency file. Supplier must certify its understanding of this requirement and willingness to comply.
8. Provider will maintain all necessary supplies to complete drug screening services to include:
   1. Hair Follicle Collection Kits
      1. **7 panel *(Marijuana, Cocaine, Opiates, PCP, Amphetamines, Methamphetamines including Ecstasy/MDA, and Benzodiazepines)***
   2. Oral Swab Collection Kits
      1. **6 panel** ***(Amphetamines, Benzodiazepines, Cannabinoids, Cocaine, Opiates, PCP)***
   3. Sweat Patch Collection Kits
      1. **6 panel** ***(Amphetamines, Methamphetamines, Opiates, Cocaine, PCP & THC)***
   4. Insta-Cups
      1. **13 panel** (***AMP/BUP/BZO/COC/ETG500/Fentanyl/mAMP/MDMA/MTD/OPI/OXY/THC/Tramadol)***
9. Insta -cup testing is only used if requested by DFCS staff for emergency placements, ordered as a condition of visitations, weekends or afterhours. Supplier must certify its understanding of this requirement and willingness to comply.
10. Insta-cup services is required to be sent for lab confirmation on positive substances only. Supplier must certify its understanding of this requirement and willingness to comply.
11. Provider will ensure that all drug screen collection results are sent in with their invoice packets. Supplier must certify its understanding of this requirement and willingness to comply.
12. Provider will use a Substance Abuse and Mental Health Services Administration (**SAMHSA**) certified laboratory that follows the national guidelines for cut off levels and standards. Supplier must certify its understanding of this requirement and willingness to comply.
13. Provider will ensure that all drug screen collection specimens will be sent to a Substance Abuse and Mental Health Services Administration (**SAMHSA**) certified laboratory within 24 hours of collection. Supplier must certify its understanding of this requirement and willingness to comply.
14. Provider will ensure they have a service authorization/referral form from DHS/DFCS, **prior to** providing any service. Supplier must certify its understanding of this requirement and willingness to comply.
15. Provider will ensure services are being provided as described on the service authorization. Provider will seek clarification from the case manager if clarity is needed and obtain a revised service authorization that clearly states the needs of the case manager and the services the provider should be providing. Supplier must certify its understanding of this requirement and willingness to comply.
16. Provider will adhere to all policies, protocols, processes as defined by DFCS Contract Administration Unit and the Co-Star Fiscal Manual. Supplier must certify its understanding of this requirement and willingness to comply.
17. Provider will adhere to the following:
    1. DFCS policies, processes and forms are subject to change during the duration of the contract and/or extensions.
18. Provider will submit a monthly invoice packet(s) by the **10th of each month** to the assigned **Regional/County Liaison**. The packet will consist of the following:
    * 1. Provider Invoice Batch Sheet
      2. Drug Screen Invoice (***one invoice, per month, per case, per program***)
      3. Service Authorizations (***dates of services must match the dates on the SA***)
      4. Mileage Log (***Must have a physical address for every origin (start point) and destination (end point***))
      5. Copy of drug screening results
      6. Chain of custody form
19. Provider will ensure invoices sent back for correction are resubmitted to the regional/county contract liaison within five (5) business days of receipt of Invoice Error Checklist/Letter outlining invoice errors. Supplier must certify its understanding of this requirement and willingness to comply.
20. Provider will attend and participate in all mandatory meetings required by DFCS Contract Administration Unit. Supplier must certify its understanding of this requirement and willingness to comply.
21. Provider will ensure all sub-contracted providers (individual or agency) meets the same agency & staff requirements as the contracted provider prior to any service provision (i.e. all required insurances, etc.). Supplier must certify its understanding of this requirement and willingness to comply.
22. Provider will follow up with the referring County Department, within 12 hours of receiving a referral to confirm receipt and communicate if Provider has accepted referral or rejected the referral and provide the reason for rejection. Supplier must certify its understanding of this requirement and willingness to comply.
23. Provider will notify the county department staff in writing, within 24 hours if client is non-compliant with appointment or refuses to complete any drug screen test collections. Supplier must certify its understanding of this requirement and willingness to comply.
24. Provider will report any unsafe conditions to the County Department within 12 hours of observation. Written communication must follow initial notification within 24 hours of observation. Provider should follow mandated reporter procedures for any signs of immediate danger to a child. Supplier must certify its understanding of this requirement and willingness to comply.
25. Provider will notify the DFCS Contract Administration Director, their assigned Contract Administrator and the DFCS County Office within 24 hours of an incident (critical or non-critical) via phone call or email. The Provider will follow up by providing a written summary of the incident within 48 hours to the DFCS Contract Administration Director, Case Manager and Case Manager Supervisor. Supplier must certify its understanding of this requirement and willingness to comply.
26. Provider will ensure all staff and/or sub-contractors will be available for court appearances upon receiving a subpoena. Supplier must certify its understanding of this requirement and willingness to comply.
27. Provider will make a report to the Child Abuse Hotline as a mandated reporter if a child endangerment or safety/well-being issue arises. Supplier must certify its understanding of this requirement and willingness to comply.
28. Provider will have appropriate/adequate technology to communicate with State Office, County Department staff and other partners (i.e. computers, fax, phone, email, etc.) Supplier must certify its understanding of this requirement and willingness to comply.
29. Provider will notify their assigned State Office Contract Administrator in writing, within three (3) business days of any incident and/or improper service request. Supplier must certify its understanding of this requirement and willingness to comply.
30. Provider will comply with DHS/DFCS right to assign this agreement to any entity acquiring all or substantially all the duties, rights or obligations, and payments of DHS/DFCS for related work. Supplier must certify its understanding of this requirement and willingness to comply.
31. Provider will ensure documented mileage only, at the official state approved mileage rate to support the delivery of services. Mileage may be billed from staff person’s residence, official agency address, or current location, whichever is nearer to the destination point. This will also apply to service providers who are asked by the county DFCS Office to travel outside of the referring county to provide services to a family in another county. Supplier must certify its understanding of this requirement and willingness to comply.
32. Provider will utilize the outstanding invoice protocol for all late/non-payment issues:
    1. Provider must make 3 attempts to resolve any payment issues with the county contract liaison prior to the 45th business day.
    2. Check System & Methods Incorporated (SMI) to verify if payment was made.
    3. If payment has not been made on or after the 45th business day from last invoice submittal, the provider will send the Outstanding Invoice Spreadsheet to their assigned State Office Contract Administrator.

**DFCS will:**

1. Department will provide a correct and fully completed service authorization/referral form to the contractor prior to the expectation that any service(s) is to be completed.
2. Department will provide a copy of the Co-Star Fiscal Manual, policy & programmatic requirements and forms as set forth by DHS/DFCS policies and procedures and the State of Georgia.
3. Department will provide to contractor at least forty-eight (48) hours advance notice for meetings.
4. Department will notify contractor within five (5) business days when quality of work is unsatisfactory, or a noncompliance issue is reported to the State Office DFCS Contract Administration Unit. DHS/DFCS shall allow provider to respond to allegations in writing prior to an administrative decision to either enter a performance improvement plan, suspend or terminate their contract.
5. County Contract Liaison will accept submission of correct and fully completed invoice packets, as described in PARA #303 no later than the 10th of each month.
6. County Contract Liaison will notify provider of errors and corrections to be made via email by completing the Error letter/Checklist that references the invoice & county within ten (10) business days of receipt of invoice.
7. County Contract Liaison will submit invoices to Regional Accounting, no later than ten (10) business days, after receipt of a correct invoice.
8. Regional Accounting will process payments within thirty (30) calendar days upon receipt and full approval of the invoice packet by accounting staff.
9. Assigned Contract Administrator will ensure contact with contractor following any reported unsafe condition(s) within 48 hours of the reported event(s).
10. Assigned Contract Administrator will conduct quality assurance, by monitoring/meeting with the contractor on a quarterly basis or as requested, to resolve any identified issues by the contractor or DHS/DFCS.
11. DFCS County Offices will notify the assigned State Office Contract Administrator regarding contractor issues and corrective action plan development related to critical/irresolvable contractor issues for processing/determination assistance as needed.
12. Department may conduct an annual audit of all contractual requirements and complete a report that summarizes performance compliance, strengths, and areas of concerns as needed.

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