



July 18, 2022

Bradley Jones, LPC, CPM, CPCS  
Behavioral Health Program Manager  
Fulton County DUI Treatment Court

Dear Brad:

As your trusted partner, Avertest, LLC (dba Averhealth) is delighted to offer the Fulton County DUI Treatment Court the benefits, convenience, and efficiency of a sole-source agreement for substance use disorder (SUD) testing and monitoring services.

In addition to avoiding a laborious sourcing process, Fulton County can immediately benefit from our all-in-one solutions that include initial client enrollment, random selection, client notification, specimen collections, laboratory testing, and more. Procuring these services from other service providers would require the coordination of multiple vendors to achieve a comparable level of client care.

For example, there are service providers within Georgia that provide employment-related, non-observed sample collection services but send samples to independent laboratories. There are labs that conduct testing in Georgia but do not provide directly observed sample collection services. Averhealth, on the other hand, offers Fulton County both directly observed collections and our own lab testing, ensuring evidence-based practices and integrated services designed to help clients with SUD develop lasting healthy habits.

Since 1995, we have focused on providing substance use monitoring services tailored to the unique and exacting needs of treatment courts operating at the holistic intersection of criminal justice and behavioral health. Our services are centered on evidence-based practices proven to help your clients develop coping and refusal skills to new substance use.

We offer Fulton County proven solutions so your team can continue to focus more on what matters the most – the well-being of your clients. Here's how you can benefit from the Averhealth advantage:

- ✓ **Single-provider solution:** Averhealth staff, not subcontractors, provide all collection and testing services avoiding common coordination issues with multiple vendors.
- ✓ **User-friendly web-based application:** Aversys is designed to manage every step of the process, from client intake to results reporting and case management. Since you're already using it there's no need for Fulton County to transition to a different system.
- ✓ **Existing bi-directional integration:** You will continue to benefit from the integration of Aversys with your case management system, Five Point Solutions, for efficient management of client profiles and receipt of test results.
- ✓ **Enhanced SMS appointment reminders:** With this new service, your clients can receive future appointment reminders, medication reminders, and words of encouragement on their road to recovery.
- ✓ **Nationally certified laboratory:** Our laboratory is nationally certified by CAP-FDT, one of just 30 in the nation, and was recently recertified for another two years.
- ✓ **Local service:** Long-time presence and understanding of Fulton County with existing locations to serve you locally and statewide.
- ✓ **Next business-day results:** Certified screen results for samples collected on Monday are reported on

Tuesday.

- ✓ **Fast collection times:** Clients at our Patient Care Centers complete testing efficiently within three minutes.
- ✓ **Exceptional customer service:** Support from our local operations team and national customer service.
- ✓ **Experience and continuity:** We understand the needs of Fulton County and have the technology, people, and science to continue making difference.

Thank you for the opportunity to continue serving Fulton County DUI Treatment Court. We look forward to continuing our partnership and look forward to any questions you have about maintaining the Averhealth advantage.

Sincerely,

A handwritten signature in black ink, appearing to read "Jason Herzog", written in a cursive style.

**Jason Herzog**  
Chief Executive Officer

[2916 W Marshall St, Richmond, VA 23230](#)

| [averhealth.com](#)

## Scope of Work

As your proven partner, Averhealth will continue to be responsible for substance use disorder (SUD) testing and monitoring services for clients in Fulton County DUI Treatment Court. This includes all-in-one services that include initial client enrollment, random selection, client notification, specimen collections, laboratory testing, and more. Averhealth will continue to provide the County with existing services and locations in addition to enhancements outlined in this letter.

## Community Impact

Averhealth will ensure service continuity for your clients on their road to recovery. By not beginning anew with a new provider, Fulton County will offer stability in uncertain times.

## About Averhealth: Your Partner for Success

Providing substance use monitoring services to, local governments, collaborative courts, judicial programs, and probation departments is not just a small part of what we do – it is the only thing we do. We fully understand your unique challenges and needs to tackle substance use disorder.

Every day, in everything we do, we strive to live our mission – to help reclaim lives, unite families, and strengthen communities – by providing the best, most innovative drug testing solutions.

Averhealth was founded in 1995. Since then, Averhealth has been delivering best-in-class, lab-based substance use testing and monitoring services for courts and counties around the nation.

Every element of the Averhealth advantage incorporates evidence-based practices, positioning your program and your clients for the best possible outcome.

Dependable results, smart random selection, and daily engagement combine to help your clients develop coping and refusal skills to new-use events.


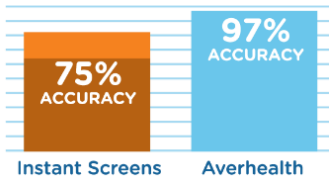



And our agile and easy-to-navigate software and automation tools streamline your daily workflows and support recovery for your clients and community.



## The Averhealth advantage

We believe substance use disorder (SUD) monitoring is about more than positive and negative results. It is about having the most reliable court-admissible testing and reporting. It is about timely results and predictive analytics—for rapid intervention. It is about being cost-effective while ensuring community safety. It is about maximizing time spent with your clients. It is about changing lives—one client at a time.

Every day, in everything we do, we strive to live our mission – to help reclaim lives, unite families, and strengthen communities – by providing the best, most innovative drug testing solutions.

<b>Random Selection</b>		<ul style="list-style-type: none"><li>• Randomized testing 365 days/year</li><li>• Equal chance of testing any day of the week</li></ul>						
<b>Reliable, Next Business Day Test Results</b>	 <table><tr><th>Method</th><th>Accuracy</th></tr><tr><td>Instant Screens</td><td>75%</td></tr><tr><td>Averhealth</td><td>97%</td></tr></table>	Method	Accuracy	Instant Screens	75%	Averhealth	97%	<ul style="list-style-type: none"><li>• Lab-based testing is CAP-FDT, CLIA, and DEA accredited</li><li>• Next business day results for rapid interventions</li><li>• Strategy that reduces cost and time associated with confirmation testing</li></ul>
Method	Accuracy							
Instant Screens	75%							
Averhealth	97%							
<b>Broad and Customizable Testing Panels</b>		<ul style="list-style-type: none"><li>• Testing for more than 1,500 illicit, prescription, and synthetic substances, including designer drugs</li><li>• Urine, oral fluid, hair, breath, and sweat testing</li><li>• Panel rotation</li></ul>						
<b>Daily Engagement and Reinforcement</b>		<ul style="list-style-type: none"><li>• Daily check-ins via text, website, or phone</li><li>• Messages of affirmation</li></ul>						
<b>Pre-Relapse Intervention</b>		<ul style="list-style-type: none"><li>• Predictive analytics identify clients at risk for relapse—before they relapse</li></ul>						

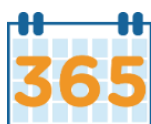


## Your tool for success

Fulton County DUI Treatment Court already enjoys the benefits of Aversys, our intuitive, web-based application that provides integrates random selection, client notification and compliance tracking, electronic chain of custody, laboratory analysis, and results reporting in a single, user-friendly application that already integrates with your case management system, Five Point Solutions.

We developed Aversys based on 27 years of experience and feedback from courts, treatment providers, and social service agencies nationwide. Aversys – the heartbeat of our operation and the key to the Averhealth advantage – was designed with a holistic perspective of the treatment and supervision process, and it integrates testing, client, case, and program management in a single application that also analyzes test results, behavioral patterns, and new-use predictors.

It's accessible from virtually any computer, tablet, or smartphone with an Internet connection, and no additional software is required. It is HIPAA, Part II, and HITECH compliant.



Random selection

Client notification



Compliance & engagement tracking

Electronic chain-of-custody



Laboratory analysis

Results reporting



Aversys features and capabilities include:

- ✓ **Bi-directional Interface:** Averhealth has established secure bi-directional interface with your existing case management system.
- ✓ **Secure Web Access:** From any computer, tablet, or smartphone with an Internet connection, it's HIPAA compliant.
- ✓ **Client Identification:** Via client photo and date of birth, case number, etc. Stored client photo eliminates need for government-issued identification. Collection sites may require photo ID for each encounter due to lack of cameras or refusal to take images.
- ✓ **Electronic Test Orders:** Client-specific panel selection and rotation; ability to create a custom panel for each individual client.
- ✓ **Data, Information & Analytics:** These include valuable data such as:
  - No Call, Call Time, and Call Number or Notification Method (phone, text, web)
  - Positive, Negative, or Dilute
  - No Show, Unable to Provide, Refusal to Provide, Excused (e.g., travel)
  - Days Sober
  - Medication Tracking
  - Client Surveys
  - Predictive Indicators
  - Import/Export Capabilities
- ✓ **Customized Dashboard:** Quick access to caseloads:
  - Real-time program analytics and reports (e.g., Call-in Compliance, Test Results, etc.).
  - Customizable email notification to ensure each officer/case manager is immediately alerted according to individual preferences.
  - Detailed and summarized on-demand reports.
  - Analysis of client-specific data and trends.
  - User-specific permission controls.
- ✓ **Electronic Chain of Custody:** Averhealth's electronic chain of custody (COC) ensures legal defensibility and that a valid sample is collected, appropriately tested, and accurately reported. You can read more about our COC process later in this response.
- ✓ **Reliability & Redundancy:** Delivered via secure and cloud architecture hosted in multiple enterprise-class data centers and supported by multiple disaster recovery layers.

Aversys will be part of the turnkey service and smart-testing solutions we provide. Here are a few of its many user-friendly reporting features:

- ✓ **Client-Specific Data:** Key data elements include positive, negative, dilute, no show, unable to provide, refusal to provide, no call, call time, call number, and days since last positive test, among many others.
  - Detailed and summary results.
  - Discern new use from residual use.

- Call-in compliance score.
  - Individual test reports.
  - Comprehensive client test history.
- ✓ **Information Analytics:** An overview of all testing activities.
- Test results and related data segmented by program and case manager (i.e., probation officer).
  - Macro trend analysis, while appropriately protecting client-specific information
  - Standard and custom substance use reports.
  - Export to Excel for further analysis or to printable PDF.
  - Detailed views of the historic and future testing calendars (for users with the right permissions).

Here is what the dashboard looks like:

**Aversys Dashboard**

Search:  Get Results >>

**Patient Scheduling & Notification (1042)**

Patient	Program	Group	Order	Case Manager	Scheduled	Status	Called	Compliance
Frapples, Bob	Honolulu County	1-2x per month	N/A	Amanda D'Arcy	12/17/2019	-	N	0%
Aki, Terry	Honolulu County	2-4x per month	N/A	Cindiloo Whoo	12/16/2019	-	N	0%
Aki, Terry	Honolulu County	2-4x per month	N/A	Cindiloo Whoo	12/16/2019	-	N	0%
Blow, Joe	Honolulu County, DWI	1-3x per month	N/A	Tory Meier	12/09/2019	-	N	0%
Frapples, Bob	Honolulu County	1-2x per month	N/A	Amanda D'Arcy	11/26/2019	-	N	0%
Frapples, Bob	Honolulu County	1-2x per month	N/A	Amanda D'Arcy	11/26/2019	-	N	0%
Frapples, Bob	Honolulu County	1-2x per month	N/A	Amanda D'Arcy	11/26/2019	-	N	0%

**Non-Negative Results (36)**

Patient	Program	Scheduled	Collected	Result	Case Manager	Positive Assay(s)
AYASH, CHARLES	Honolulu County	06/08/2019	02/19/2020	UTP	Amanda D'Arcy	N/A
Walker, Alice	Honolulu County	06/24/2019		Excused	Kelly Slater	N/A
Jones, Shela	Honolulu County	07/29/2019	07/29/2019	REFUSED	Christian Fletcher	N/A
Frapples, Bob	Michigan St. Clair County...	09/25/2019	02/22/2020	POS	Amanda D'Arcy	BAC
Pin, Gilbert	Honolulu County	12/20/2019	12/20/2019	REJECTED	Robert Machado	N/A
Emily, Pat	Honolulu County, DWI	01/28/2020	01/28/2020	UTP	Justin Manni	N/A
Molive, Paul	Honolulu County	02/05/2020		No Show	Amanda D'Arcy	N/A
O'Shea, Seamus	Honolulu County, DWI	02/07/2020	02/11/2020	REFUSED	Sean Shea	N/A
Pin, Gilbert	Honolulu County	02/07/2020	02/07/2020	POS (Pending)	Robert Machado	Barbiturates

**Scheduled Patient Reviews**

Patient	Program	Group	Case Manager	Last POS	Review Date	Review Note
Achee, Mary	Honolulu County	1-2x per month	Robert Machado	77	11/14/2019	This reminder
Bright, Rainbow	Honolulu County DWI	2-4x per month	Dominique Delagnes	62	09/30/2019	30 day check-in
Emily, Pat	Honolulu County DWI	2-4x per month	Justin Manni	621	08/07/2019	

**Callouts:**

- Quick Access to Case Load
- Real-time schedule and call-in compliance
- Real-time test results
- Case Load Reminders

And here are some more examples of the reports available through Aversys:

### Program Results Overview

Account: Honolulu County Program(s): Honolulu County Manager / Judge: All Case Managers

From: 01/01/2018 To: 12/31/2018 View

# of Patients During the Period: 7

#### Overall Results Statistics

Phase	Neg	Pos	RTP	INS	UTP	REJ	Total Check-ins	Exc	NS
+	0	2	3	0	1	0	6	0	3
+	1	0	0	0	0	1	1	0	0
+	2	0	1	0	0	0	1	0	0
+	N/A	0	1	1	0	0	2	0	0
Total	0	4	4	0	1	1	10	0	3
%	0%	40%	40%	0%	10%	10%	100%	0%	23%

#### # of POS Assays

Class	+All	+All	+All	+All
Alcohol	2	0	0	0
Amphetamines	9	0	1	0
BAC	14	0	0	0
Barbiturates	1	0	0	0
Benzodiazepines	1	0	2	0
CannabinoidsNatural	2	0	2	0
CBD	1	0	0	0
Cocaine	1	0	0	0
Fentanyl	1	0	0	0
Opiates	4	0	1	0
Validity	1	0	0	0



Account: Honolulu County Results: **Positive**  
Program: Honolulu County DC Panel Name: Standard Drug  
Patient Name: Gilbert Arenas Scheduled Date: 01/23/2019  
PIN: 79500 Collection Date: 01/23/2019 10:30  
Accession #: 07127422-046 Collection Location: Honolulu  
Patient ID 2: 9898988Subhnmou Date Received: 01/23/2019 10:43  
Patient ID 3: DL # Date Reported: 01/23/2019 11:10  
Case Worker: Amanda D'Arcy Confirmation Order: N/A  
Collected By: Joel Stafford Confirmation Reported: N/A  
Order Type: Random Billed Insurance: N

Test Class	Assay / Analyte	Result	Level	Cut-Off	U/LOL	Sample Type	Testing Method
Amphetamines	Methamphetamine-SI	Negative	N/A	6 ng/ml	6 ng/ml	Oral Fluid	Immunosassay
Benzodiazepines	Benzodiazepines-SI	Negative	N/A	5 ng/ml	5 ng/ml	Oral Fluid	Immunosassay
CannabinoidsNatural	Cannabinoids-SI	Positive	7.4 ng/ml	1 ng/ml	1 ng/ml	Oral Fluid	Immunosassay
Cocaine	Cocaine-SI	Negative	N/A	3 ng/ml	3 ng/ml	Oral Fluid	Immunosassay
Opiates	Opiates-SI	Negative	N/A	7 ng/ml	7 ng/ml	Oral Fluid	Immunosassay
Methamphetamine	Methamphetamine-SI	Negative	N/A	6 ng/ml	6 ng/ml	Oral Fluid	Immunosassay
Oxycodone	Oxycodone-SI	Negative	N/A	7 ng/ml	7 ng/ml	Oral Fluid	Immunosassay
Buprenorphine	Buprenorphine-SI	Negative	N/A	1 ng/ml	1 ng/ml	Oral Fluid	Immunosassay
Fentanyl	Fentanyl-SI	Negative	N/A	1 ng/ml	1 ng/ml	Oral Fluid	Immunosassay
Tramadol	Tramadol-SI	Negative	N/A	20 ng/ml	20 ng/ml	Oral Fluid	Immunosassay

#### Notes:

- Upper Limit of Linearity (U/LOL):** Numeric values above the upper limit of quantitation are not reported. If the amount reported is the same as the upper limit of quantitation, the concentration in the sample is at or above this level.
- Immunosassay Certification Statement:** I certify I am employed by averhealth as a laboratory technician and performed the analysis and data review of the specimen contained in this report. My education, training and experience qualify me to perform the tests and certify the results. Immunosassay testing was performed to screen the specimen for the absence or presence of a substance. A laboratory immunoassay test uses antibodies to detect the presence of drugs and other substances or specimens. This technique is the most widely used method of laboratory testing throughout the world and is the most accurate screening test for this particular drug. Standard operating procedures and protocol were followed during the testing process and I certify that the test results are reliable and accurate. I acknowledge that submission of false information may subject me to prosecution for the criminal offence of perjury. Certifying Technician: Hallie Linnemeyer
- Laboratory confirmation testing via LC-MS/MS or a comparable testing method should be completed on any positive results prior to taking judicial, employment, or similar action. All LC-MS/MS testing methods performed at averhealth are laboratory developed test methods.
- averhealth Collections Statement:** Sample collected met all requirements for proper temperature and other possible adulteration



will be sealed in the original container, properly marked for identification, and locked in collection.  
202 Glen Forest Drive Richmond, VA; 23226

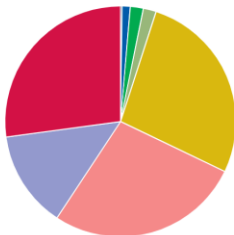
months - Yes

View

### Drugs Of Choice Overview

Account: Honolulu County Program: Honolulu County Manager / Judge: All Case Managers

From: 10/23/2018 To: 10/23/2019 Show Archived View



Drug	#	%
Methadone	1	0%
CannabinoidsNatural	5	1%
Alcohol	8	2%
Alcohol	8	2%
Amphetamines	120	27%
Amphetamines	120	27%
Opiates	60	14%
Amphetamines	120	27%



## Random Selection



Averhealth uses a comprehensive, evidence-based random selection methodology with a proven record of helping clients develop coping and refusal skills – another example of our smart testing approach.

Through Aversys, clients are randomly selected for testing based on your specified test frequencies, whether weekly, bi-weekly, monthly, or more. Aversys provides you with the ability to specify custom randomization schedules for individual clients as well as different client groups.

You may direct that a client test at a fixed frequency, at a fluctuating frequency, or on-demand (i.e., same day). Testing is not tied to court, supervision, or treatment appointments. Randomly selected clients have an equal probability of testing on each day. Courts can view past and future test scheduling at their convenience through the Aversys selection calendar.

## Client Notification System



As part of Averhealth's dedication to innovation, the Client Notification System, which includes SMS text messaging capabilities, enables you to send individual/customized or group messages, such as testing schedules, client-specific affirmations, future appointment reminders, court reminders, advice and encouragement, and

notifications regarding inclement weather, court closings or holiday schedules.

Each client is assigned to a Frequency Group and is provided with a Personal Identification Number (PIN). The Frequency Group determines the client's testing frequency (for example, 7-9 times per month) based on the parameters you specify. These can be changed as necessary, and most importantly, are never known by the client.

The PIN is unique to each client and is used to determine if they need to test or not, simply by calling a multilingual notification line each day and entering their individual PIN. The average call length is just 31 seconds and there is no hold or wait time. Additionally, clients can use an optional text message notification feature that sends clients an interactive text message for appointment reminders and messages of encouragement ("Good luck on the interview today!"), which have a proven record of increasing the "show rate" for supervision meetings, treatment, and court appearances.

With Aversys you will be able to tell immediately if a client is calling in regularly or missing check-ins – a sign that intervention is needed to get back on track.

The Call Log (illustrated on the next page) tracks each client's call patterns and calculates a call-in compliance score for each client, which is then recorded in Aversys and accessible at any time depending on the permissions specified.

## Aversys Call-In Log

Call Log

Testing Date	Call Date/Time	Confirmation #	Scheduled	Caller ID	Excused	Patient Custom Message
07/26/2019	07/26/2019 08:38	32627106	No		No	No
07/25/2019	07/25/2019 08:17	32586260	No		No	No
07/24/2019	07/24/2019 08:56	32549036	No		No	No
07/23/2019	07/23/2019 09:06	32510045	No		No	No
07/22/2019	N/A	N/A	No		No	N/A
07/21/2019	07/21/2019 10:32	32437263	No		No	No
07/20/2019	07/20/2019 09:55	32405192	No		No	No
07/19/2019	07/19/2019 08:21	32365529	No		No	No
07/18/2019	07/18/2019 08:37	32327017	No		No	No

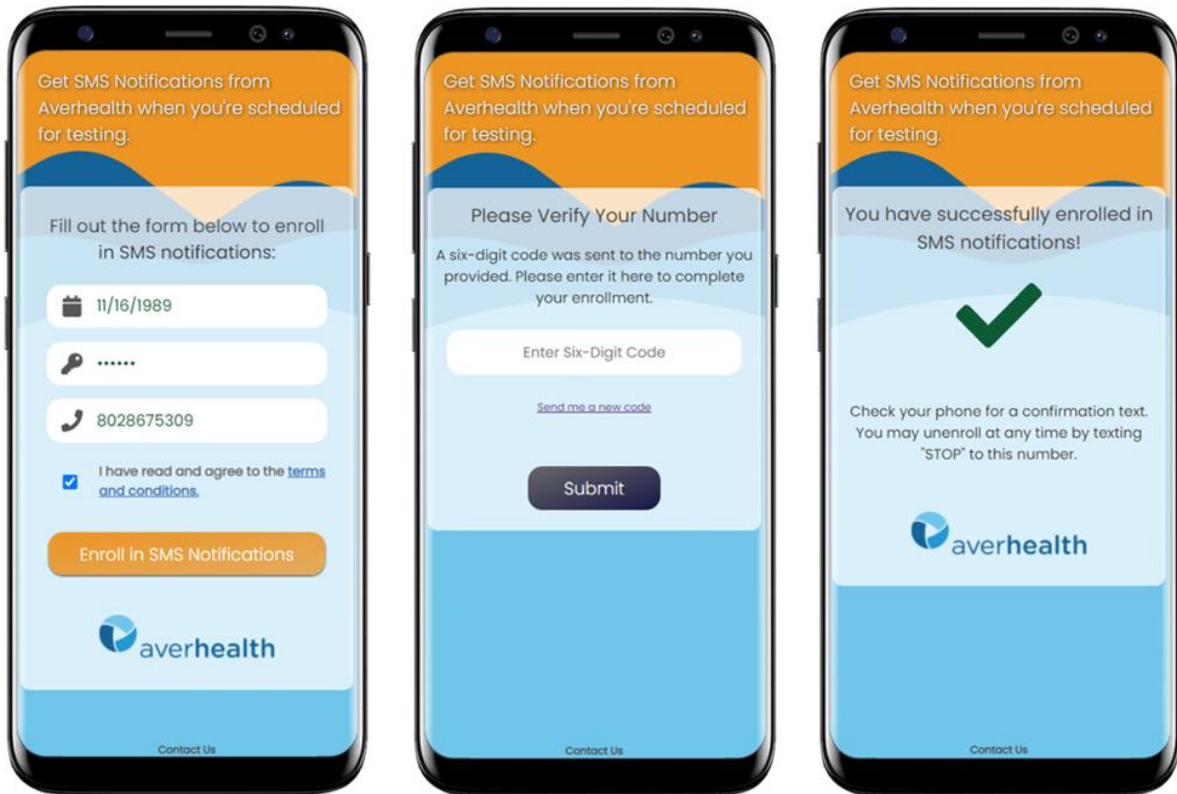
### Enhanced SMS Appointment Reminders

Fulton County can immediately benefit from our latest innovation – enhanced SMS text messaging.

Text messaging is a critical way to improve client engagement and compliance. It's an easy tool to confirm scheduled testing and remind clients to attend scheduled tests to improve their chances of recovery.

With SMS reminder texts, Averahealth can provide a receipt if clients reply "C" to confirm they got the text. That response counts toward their compliance score and is visible in the call log on Aversys, our user-friendly web-based application that you will read about in detail later. Even if they do not confirm the test and do not show up one hour before our locations close, they will receive a reminder.

You can learn more about our SMS Texting enhancements in this video: <https://bit.ly/3arrGfb>.



## Directly Observed Collections



Averhealth specializes in conducting rigorous same-gender, directly observed “mid-stream” sample collections, with over 2 million observed sample collections annually that follow National Association of Drug Court Professionals (NADCP) best-practice standards.

Every day, Averhealth aligns technician schedules with random selection to ensure that, as needed, the appropriate gender is available to conduct collections. Our random selection process ensures clients have an equal probability of testing on any day, including weekends and holidays if desired, and coordinates technician collection schedules to match volume by location on any given day. Moreover, Averhealth monitors collection time distribution by sex and conducts time studies to ensure that staff levels are appropriate to deliver prompt service.

The knowledge of our cumulative observed collection experience will continue to benefit Fulton County and your clients by identifying and disrupting attempted adulteration and/or dilution events, thereby increasing substance use monitoring compliance and reducing recidivism rates.

Our proven process for urine collection is illustrated here:



### Trauma-informed care



We treat clients with respect and dignity, and we recognize that you serve all eligible participants regardless of gender, race, national origin, or disability.

Violence, abuse, neglect, loss, disaster, war, natural disasters, pandemics, and other emotionally harmful experiences can all trigger trauma, affecting just about everyone, regardless of age, gender, socioeconomic status, race, ethnicity, sexual orientation, or geography.

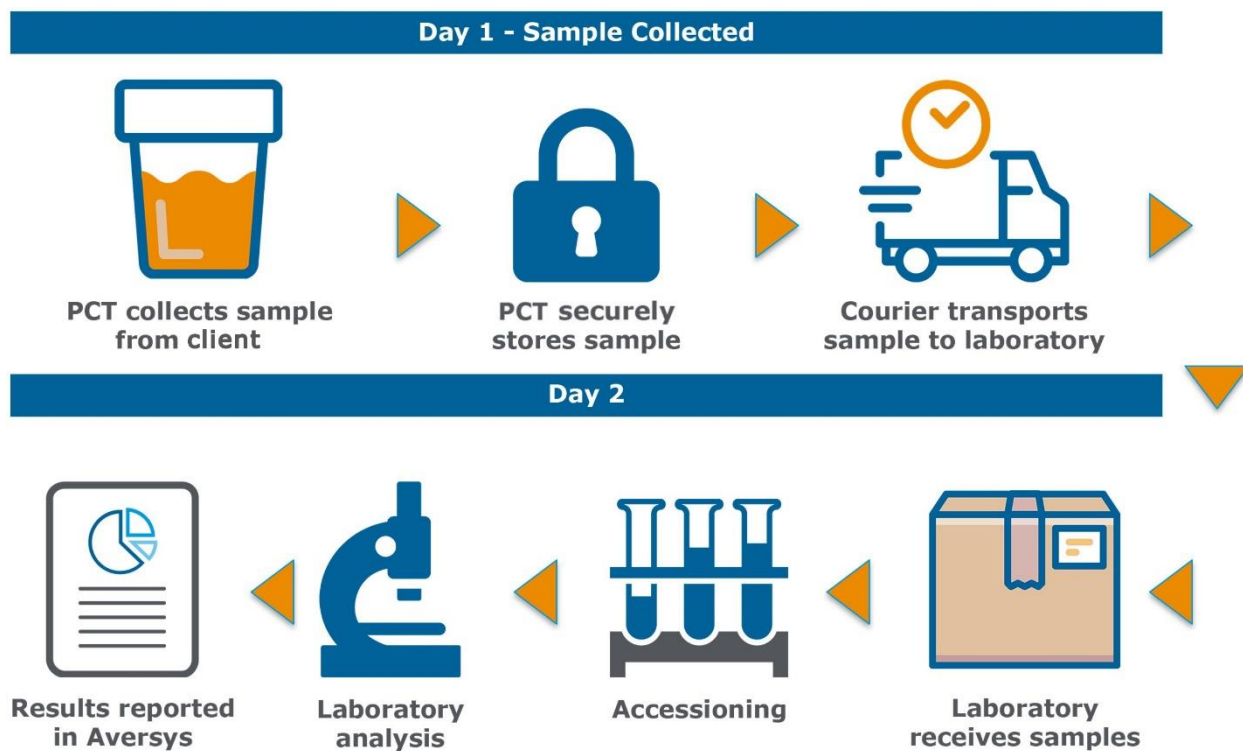
According to the Substance Use and Mental Health Services Administration (SAMHSA), individual trauma results from an event, series of events, or set of circumstances experienced by an individual as physically or emotionally harmful or life-threatening and that has lasting adverse effects on the individual's functioning and mental, physical, social, emotional, or spiritual well-being.

It is no surprise that studies of people in the criminal justice system have found a direct correlation between personal trauma and high rates of substance use disorder (SUD). While not a new phenomenon, today's angst-filled headlines remind us that those who provide care must establish a process to treat clients facing trauma.

Averhealth embraces the fundamental principles of trauma-informed care as outlined by SAMHSA. These principles recognize and consider trauma experienced by many of your clients. We provide care that clients view as safe, trustworthy, supportive, collaborative, empowering, and empathetic. It is part of our values to treat clients with respect and dignity. We strive to ensure that they experience a positive, prosocial experience without discrimination. This approach is helpful for those with past sexual trauma, medical reasons, or anything government or medical/clinical professionals deem appropriate.

While Averhealth performs same-gender, directly observed urine specimen collections, specimen processes, or specimen types can be amended as needed. This process can include a monitored collection (collector stationed outside the collection room listening through the door with other precautions) or oral fluid testing, as noted earlier. All Averhealth technicians participate in trauma-informed care training.

The following illustrates our process from collection to results reporting:



## The Averhealth laboratory



Partnering with Averhealth for lab-based testing is among the most valuable benefits for Fulton County.

Averhealth's toxicology laboratory is CLIA and CAP-FDT accredited and DEA licensed; it uses a full range of instrument-based laboratory testing methodologies, including heterogeneous and homogenous immunoassay, enzyme-linked immunosorbent (ELISA), and liquid chromatography-tandem mass spectrometry (LC-MS/MS), a methodology exceeding (GC/MS) standards. Collected samples are shipped, via priority overnight, to the lab for screening, and results are posted to Aversys.

Testing at our lab is completed on an Olympus AU5400 Chemistry Immunoassay Analyzer, the same technology used by large hospital systems. Unlike traditional analyzers, they undergo rigorous checks daily and routine inspection, calibration, and preventive maintenance. Control samples are run daily.



Test results reported by Averhealth satisfy the Daubert and Frye rules of evidence, the legal standard regarding the admissibility of scientific evidence.

The Averhealth Laboratory is capable of testing for over 1,500 substances, including all listed in this RFP.

Averhealth is one of only 30 U.S. laboratories with a CAP-FDT certification, illustrating that our focus is on forensic toxicology. Our certificate can be found on the next page.





COLLEGE of AMERICAN  
PATHOLOGISTS

## CERTIFICATE OF ACCREDITATION

**Avertest LLC d/b/a averhealth**  
**Averhealth Laboratory**  
**Saint Louis, Missouri**  
**Michele Glinn, PhD**

CAP Number: 8729023  
AU-ID: 1690070

The organization named above meets all applicable standards for accreditation and is hereby accredited by the College of American Pathologists' Forensic Drug Testing Accreditation Program. Reinspection should occur prior to **April 13, 2024** to maintain accreditation.

Accreditation does not automatically survive a change in director, ownership, or location and assumes that all interim requirements are met.

Kathleen G. Beavis, MD, Accreditation Committee Chair

Emily Volk, MD, FCAP, President, College of American Pathologists



### CAP-FDT

We are especially proud of our CAP-FDT designation, ensuring Averhealth follows all industry best practices.

FDT stands for Forensic Drug Testing. This special accreditation reflects four vigorous standards, available for review at <https://capatholo.gy/3lmvCJo>:

- ✓ **Director and personnel:** The Laboratory Director must meet the qualifications, and have authority, to direct the laboratory. A board-certified pathologist or other qualified physician or scientist with doctoral-level qualifications shall direct the forensic drug testing laboratory.
- ✓ **Physical resources:** There shall be sufficient resources to support the activities of the laboratory. Such resources include but are not limited to physical space, testing instruments, reagents, information processing and communication systems, ventilation, public utilities, refrigerated and freezer storage space, and storage and waste disposal facilities. There must be restricted access to all specimens, data, records, and reports.
- ✓ **Quality management:** The laboratory shall have policies and procedures to ensure quality

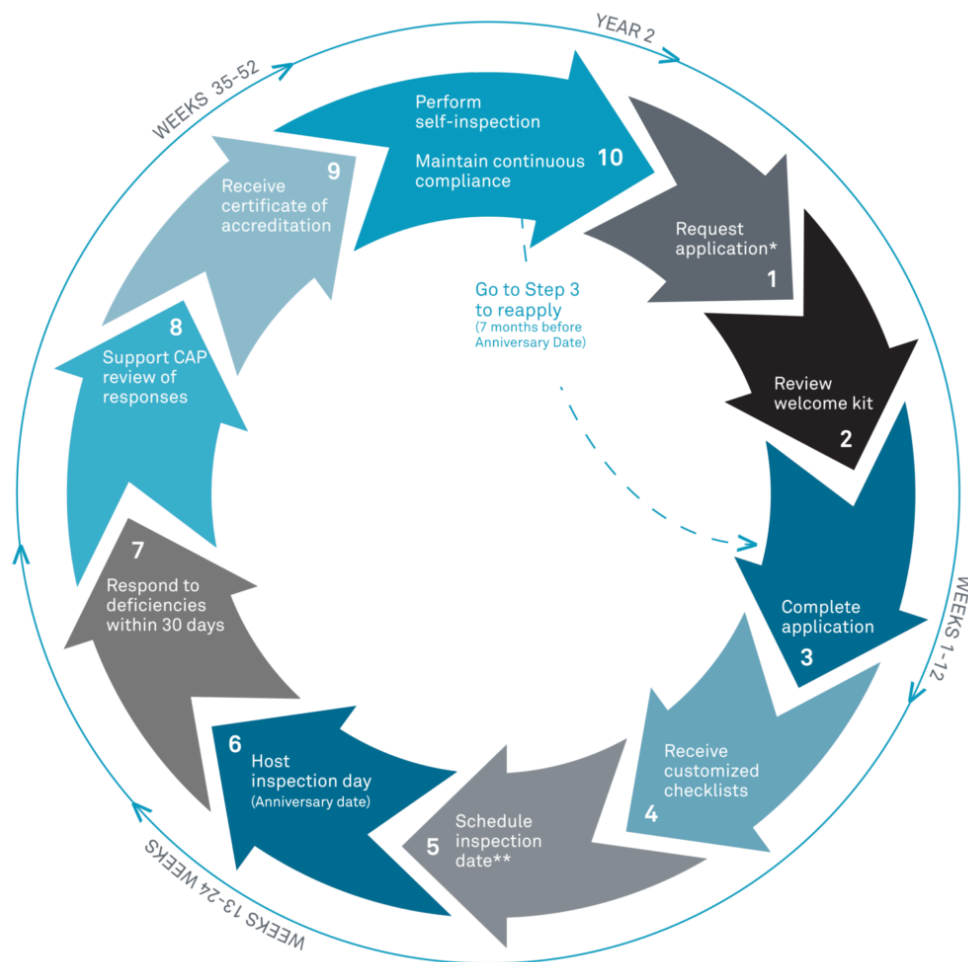
laboratory testing and chain-of-custody documentation.

- ✓ **Administrative requirements:** FDT Program laboratories accredited by the CAP must comply with the requirements specified in the Terms of Accreditation and Accreditation Checklists. These requirements include, but are not limited to, periodic on-site inspection, possible interim inspection, interim self-assessment, and participation in proficiency testing.

---

CAP certification was developed with input from more than 500 pathologists and laboratory experts and a 21-discipline checklist for running a high-quality laboratory. This peer-reviewed process must be repeated regularly as shown by the following illustration:

---





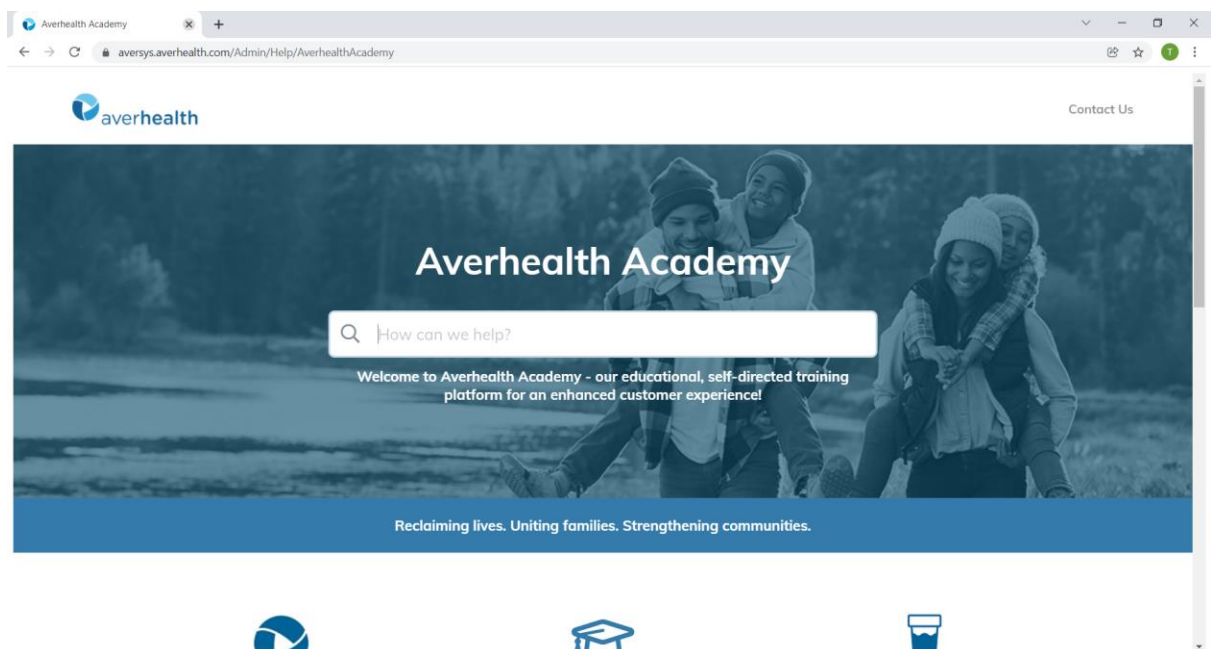
In addition, we are a corporate member of the American Probation and Parole Association (APPA), active on committees, and serve as a mentor for the organization's leadership institute. For the National Association of Drug Court Professionals (NADCP), we are a partner and provide educational workshops at its annual conference and on NADCP-sponsored webinars. In addition, we are a sponsor of the National Association of Probation Executives (NAPE).

## Training



One of the biggest headaches of changing vendors is training your team to use a different system.

With in-person, virtual, and self-directed training, Averhealth ensures your staff will continue to be trained to maximize our partnership. This includes access to Averhealth Academy, our online platform filled with tutorials and self-directed training to learn how to use Aversys along with updated information on current issues in drug testing, including testing technology, adulterants, dilution, and keys to quality testing.




Averhealth Academy


aversys.averhealth.com/Admin/Help/AverhealthAcademy

How can we help?


Contact Us




How can we help?




**Welcome to Averhealth**  
Informational pieces and videos showcasing our company and the Averhealth Difference




**Aversys How-To Videos and Resources**  
Comprehensive Aversys trainings with step-by-step videos and articles




**Aversys How-To Videos for Customers Who Perform Collections**  
Content curated specifically for Averhealth customers who perform their own collections



**Mobile App How-To Videos (MI - DHHS)**  
Step by step videos on how to use the Aversys Mobile Application





**State Specific Resources**  
Video and digital training guides for states with specific requirements and contracts



**Drug Testing Education**  
Training and educational materials for drug testing topics.

https://averhealth.helpjuice.com/en\_US/148200-averhealth-academy



 Rain coming

10:40 AM  
3/11/2022

## Your Knowledge Hub

The graphic is a vertical rectangle. At the top, there is a blue header with the 'averhealth digest' logo on the left and the title 'The Twin Pandemic: Substance Use and Overdoses on the Rise' in white text on the right. Below the header is a photograph of a person's hand holding a syringe, with a small pile of white powder (likely drugs) on a surface next to it. Below the photograph, there is a block of white text on a dark background. At the bottom of the graphic is an orange banner with the text 'Free Webinar Featuring Jermaine Galloway' in white.

averhealth digest

**The Twin Pandemic: Substance Use and Overdoses on the Rise**

It may be a new year but, sadly, the heartbreak continues.

Over 615,000 U.S. lives were lost to COVID-19 through the end of 2021. At the same time, another menace continued unabated – substance use and resulting drug overdoses.

Tragically, more than 100,000 people died of overdoses during a 12-month period ending in April 2021, up from 56,064 the year before, according to the Centers for Disease Control. [Learn More](#)

**Free Webinar Featuring Jermaine Galloway**

Averhealth is more than just a partner for substance use testing solutions. We are an industry knowledge hub.

Fulton County can continue to take advantage of our electronic monthly newsletter, Averhealth Digest, covering current topics in the criminal justice field related to substance use disorder. The newsletter provides the latest industry news, trends, and information to ensure our customers receive the knowledge from thought leaders to improve their programs.

As a knowledge hub for our customers, we pride ourselves on offering educational webinars presented by industry leaders and presenting workshops at state and national conferences on a variety of educational topics. We are a proud Platinum Sponsor of the National Association of Drug Court Professionals.

One of our recent webinars featured Jermaine Galloway, a leading expert in helping courts and probation staff identify the fast-changing landscape of street drugs.

Past webinars are available for your review at: <https://averhealth.com/webinars/>. These frequent seminars are eligible for CEU credits.



You are invited to join our webinar:

**High in Plain Sight:**

**Current Drug Culture, Trends, and Identifiers**

**January 18, 2022 at 2:00 p.m. EST**

**Presented by Jermaine Galloway, Tall Cop**



This workshop will provide attendees with the ability, knowledge and confidence to help prevent and identify individuals who are abusing drugs and / or alcohol. Attendees will also be taught the strategies and different terms that are consistent with alcohol & drug abuse. There are several identifiers, logos and terms that are commonly related to drug (legal and over the counter) and alcohol abuse, marijuana abuse, and drug concealment on school, home, and work property. These items, along with much more, will be discussed.

Attendees of the High in Plain Sight webinar will be able to:

- Quickly identify alcohol and drug use and abuse indicators of possible at-risk individuals, through products, stash compartments, clothing brands, lingo, music lyrics, etc.
- Recognize the current drug culture at first observation or interview, including Delta 8 and 10
- Identify concealment methods for alcohol and drugs in the classroom or workplace, including vaping
- Provide education for improved policy and procedures regarding current substance use disorder prevention and intervention
- Recognize area specific alcohol and drug abuse information and content in relation to trends, culture and identifiers

**Register Now!**



Averhealth, 2916 W. Marshall Street, Suite A, Richmond, VA 23230, 866.680.3106  
[Unsubscribe](#)