

**DSS ADMINISTRATIVE LETTER NO. ECONOMIC AND FAMILY SERVICES 6-2018**  
EFS\_WF\_AL-6-2018  
**Work First Program**

**TO:** County Directors of Social Services

**ATTENTION:** Work First Program Administrators, Managers and Supervisors

**DATE:** June 22, 2018

**SUBJECT:** Work First Drug Testing Vendor Change and Procedural Training  
**IMMEDIATE ATTENTION REQUIRED**

**EFFECTIVE DATE:** July 1, 2018

**I. GENERAL INFORMATION**

The purpose of this letter is to provide information concerning the vendor change for Work First Drug Testing, the closure process of the current vendor, and new drug testing procedural training for Work First staff. Effective June 30, 2018, the Department of Health and Human Services will no longer contract with TecAnalytics Laboratories, the new vendor is Premier Biotech effective July 1, 2018.

**II. POLICY PROCEDURES**

North Carolina General Statute 108A-29-1, requires substance use screening and testing for the illegal use of controlled substances, if there is reasonable suspicion, for each Work First Program applicant or recipient as a condition of eligibility to receive assistance.

**A. Closure Process for TecAnalytics**

1. Effective **June 30, 2018** Work First program staff will no longer use the eFortes data management system to complete substance use testing referrals.
2. Results for any drug test completed by TecAnalytics June 1 – June 30, 2018 will be available for retrieval from the eFortes data management system until July 30, 2018.
3. Any referral scheduled in eFortes and not completed by **June 30, 2018** will need to be rescheduled in the new **i3screen records management platform** provided by Premier Biotech/ARCpoint Occupational Solutions.

**B. i3screen Record Management Platform Setup**

1. An email will be sent from ARCpoint Occupational Solutions/Learnupon to all primary county security officers on **June 25, 2018** with their user name, temporary password, access and contact information for questions for the i3screen records management platform. Security Officer Training for entering Work First staff in the i3screen record management platform will be included in this email.
2. One (1) Work First program staff representative must be identified to coordinate training in their respective county.

3. Counties **must** email Kisha Gorham, Work First Policy Consultant, at [kisha.gorham@dhhs.nc.gov](mailto:kisha.gorham@dhhs.nc.gov) the full name and email address of the identified county representative in order to be registered for the i3screen Ordering Process training.
4. The identified training representative's contact information must be received by June 28, 2018 to complete training by June 29, 2018.

### III. IMPLEMENTATION PROCEDURES

Effective July 1, 2018 Work First Manual Section 104B, Substance Use/Mental Health Initiative policy dated July 1, 2018 must be applied to all Work First applicants/recipients.

#### **The following are the i3screen Order Process Training Steps:**

1. The registered Work First Program training representative will receive an email from ARCpoint Occupational Solutions/Learnupon([notifications@learnupon.com](mailto:notifications@learnupon.com)) with a link to the website to login and take the i3screen Ordering Process training course which will cover; creating test referrals/orders and viewing test results.
2. Once registered, the county training representative will have on-going access to the on-line training.
3. Work First staff are strongly encouraged to meet in a centralized location to view the on-line training as a group to ensure consistency with the i3screen process.
4. Work First staff must complete i3screen Order Process training by June 29, 2018 in order to complete or schedule tests in the i3screen records management platform on July 2, 2018.
5. If needed, the Work First identified training representative may be registered after June 29, 2018 to complete the training. The county must email [kisha.gorham@dhhs.nc.gov](mailto:kisha.gorham@dhhs.nc.gov) the full name and email address of the identified county representative. The registered Work First Program training representative will receive an email from ARCpoint Occupational Solutions Training Center with training instructions.
6. A listing of available collection sites will be available in the i3screen record management platform.

### IV. EFFECTIVE DATE

This policy is effective **July 1, 2018** and applies to Standard and Electing Counties. Please email any questions regarding this policy to the DHHS Operational Support Team (OST): [DSS.Policy.Questions@dhhs.nc.gov](mailto:DSS.Policy.Questions@dhhs.nc.gov).

Sincerely,



David Locklear, Deputy Director  
Economic and Family Services