



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Memorandum

To: Human Services Commission

Through: Trent Rhorer, Executive Director

From: Joan Miller, Deputy Director, Family and Children’s Services
Esperanza Zapien, Director of Contracts

Date: April 17, 2026

Subject: New Contract: **Laboratory Corporation of America Holdings (Labcorp)** (For-profit) For Provision of Genetic Testing for Families Involved with Child Welfare

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	<u>Full Term</u>	<u>Contingency</u>	<u>Total</u>		
Contract Term:	7/1/26 - 6/30/30				
Contract Amount:	\$32,132	\$3,213	\$35,345		
Annual Amount:	<u>FY 26-27</u>	<u>FY 27-28</u>	<u>FY 28-29</u>	<u>FY 29-30</u>	
	\$8,033	\$8,033	\$8,033	\$8,033	
Funding Source:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
	\$32,132			\$3,213	\$35,345
Percentage:	100%				100%

The Human Services Agency (SFHSA) requests authorization to enter into new contract agreement with **Laboratory Corporation of America Holdings (Labcorp)** for the period of July 1, 2026, to June 30, 2030, in the amount of \$32,132 plus a 10% contingency for a total amount not to exceed \$35,345. The purpose of this contract is to provide genetic testing services to establish familial relationships.



Background

Genetic testing is a crucial tool in facilitating the reunification of foster children with families and maintaining foster children in their communities. The San Francisco Human Services Agency requires genetic testing services to help resolve questions of biological parentage, particularly in cases where an alleged parent denies being a child's biological parent. The purpose of providing genetic testing services to families involved with Child Welfare Services is to establish and preserve family relationships and to promote the financial, physical, and emotional well-being of children through the determination of parentage.

Services to be Provided

Labcorp shall provide services that cover all aspects of parentage testing, including, but not limited to, scheduling, specimen collection, provision of supplies, shipment of materials, genetic analysis, reporting of results, documentation and storage of specimens, training, and litigation support services, including expert testimony and consultations.

Location

On-site specimen collection shall occur during normal business hours, unless otherwise arranged, at the SFHSA office located at 3801 3rd Street, Suite 200, San Francisco, CA 94124. Labcorp shall also facilitate specimen collection at correctional facilities, courthouses, and out-of-county and out-of-state testing locations.

Selection

The Contractor was selected through RFP # 1208 - Substance Abuse Testing and Genetic Testing Services for Families Involved with Child Welfare issued on December 12, 2025.

Funding

Funding for this contract is provided through General Funds.

Attachments

Appendix A, Services to be Provided
Appendix B, Calculation of Charges



Appendix A – Scope of Services

**Laboratory Corporation of America Holdings (Labcorp)
Genetic Testing for Families Involved with Child Welfare
07/01/2026 – 06/30/2030**

I. Purpose of Contract

The purpose of providing genetic testing services to families involved with Child Welfare is to preserve and establish familial relationships and to promote the financial, physical and emotional well-being of children through the establishment of parentage. San Francisco Human Services Agency requires genetic testing services to assist in resolving issues of biological parentage in cases where an alleged parent denies that they are a child's biological parent. Genetic testing is part of a larger array of services aimed toward reunification of foster children with families and maintaining foster children in their communities.

II. Definitions

AABB	American Association of Blood Banks.
CARBON	SFHSA’s web-based Contracts Administration, Reporting, and Billing On-line System.
City	City and County of San Francisco, a municipal corporation.
Contractor	Laboratory Corporation of America Holdings (Labcorp).
DNA	Deoxyribonucleic acid, the hereditary material in humans and other organisms that encode the genetic information.
DPH	Department of Public Health.
FCS	Family Children Services.
Out of County	Test outside of the main testing site in San Francisco.
Parentage	The identity and origins of one’s parents.
PSW	Protective Service Worker.
PSS	Protective Services Supervisor.



SFHSA/HSA	San Francisco Human Services Agency.
Specimen	Any biological sample collected from an individual for the purpose of laboratory testing, analysis, or diagnostic evaluation.

III. Target Population

This program is designed to serve families involved with Child Welfare System.

IV. Description of Services

During the term of this contract, Contractor shall provide services covering all aspects of parentage testing, including, but not limited to, specimen collection; scheduling; provision of supplies, such as swab test kits and other necessary materials; shipping of specimens; genetic analysis; reporting of results; training for assigned DPH nurses on sample collection procedures; and litigation support services, including expert testimony and consultations. Services will include, but will not be limited to:

A. Scheduling

1. For in-county, upon receipt of a referral, Contractor will respond to all requests for DNA testing for all clients and provide a proposed testing date within 24-48 hours.
2. For out-of-county and out-of-state, the Contractor will schedule clients within 10 days, schedule availability permitting, and coordinate specimen collection. As part of its routine service, Contractor will also facilitate collections at correctional facilities and/or courthouse.

B. Specimen Collection

In response to HSA requests, Contractor will coordinate specimen collections at the designated sites in San Francisco. Contractor will collect buccal swab and/or blood samples for all out-of-county and out-of-state requests. Contractor shall provide translation service to monolingual clients with no additional charge. Contractor will provide training for DPH Staff in the collection of buccal swab and/or blood samples and on keeping the chain of custody for samples intact.

C. Transportation of Samples to Testing Laboratories

DPH Staff will perform collection of buccal swab and/or blood samples for clients scheduled in San Francisco. Contractor shall utilize secure overnight couriers to



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ship specimens in tamper-resistant packaging from the collection sites to its laboratory. Contractor shall inspect all incoming specimens packaging and paperwork to ensure that the integrity of the specimens has not been compromised and that the chain of custody for samples has been intact. For out of County and out of State testing, Labcorp will ensure all samples are obtained securely and confidentially. Labcorp will ensure all testing of samples is done in accordance with genetic testing standards and laws to ensure the integrity of the specimens collected have not been compromised. The chain of custody for samples remains intact.

D. Testing

Contractor shall provide DNA testing performed on STR (Short Tandem Repeat) markers using PCR (Polymerase Chain Reaction) methodology. This is the most universal method of DNA testing used by AABB accredited laboratories. All testing performed at Contractor's laboratory shall meet or exceed the specifications of the AABB.

In addition, Contractor shall provide parentage testing in more complicated situations—for instance, when the alleged parent is deceased or when both parents are in question. Contractor shall also conduct complex kinship tests to determine a biological relationship between relatives. Complicated cases may take longer to process. Contractor shall archive samples and genetic case files for the minimum time period of five (5) years as specified by the AABB or as mutually agreed upon.

E. Reporting

Once analytical data verification is complete, specimens are stored according to their unique case number, and documentation is forwarded to the appropriate department for processing. All documentation undergoes final review and verification, and parentage reports are signed by one of Contractor's doctoral-level staff, notarized, and mailed to SFHSA and uploaded to the Contractor's secure website. Contractor shall issue accurate and legally admissible parentage reports, including a minimum probability of parentage of 99.5 percent, with a turnaround time for test results of 7 business days or sooner for a standard case and longer in complex cases. Test results will be available on a secure website for authorized individuals only.



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F. Document and Sample Retention and Administration

All case files and specimens are stored in a secure facility in sequential case number order, thus permitting immediate retrieval when necessary. Access is restricted to authorized personnel in all document storage areas. All electronic back-up files of case documentation are stored off-site, affording an additional level of security in the event of fire, flood or other disaster.

G. SFHSA Responsibility on “Help Actions”

When additional client or case information is needed to complete testing, the Contractor will generate a “Help Action” by sending an email to the referring PSW with a copy to FCS Program Analyst. The subject line of the first email will read “1st Notice,” and the subject line of the second email will read “2nd Notice”. It is HSA’s responsibility to respond to Contractor’s request within 48 hours. If a response is not received after 48 hours of sending the “2nd Notice”, the Contractor shall escalate the request to FCS Program Manager.

V. Location and Time of Services

On-site collections shall occur during normal business hours (unless otherwise mutually arranged) at the City and County of San Francisco, 3801 3rd Street, Suite 200, San Francisco, CA 94124. Currently regular collections are scheduled for Wednesdays from 9 AM to 11 AM and as needed at other times.

Contractor shall notify Department of Public Health staff at least two days before scheduled tests either via fax to (415) 355-2357 or email to: NOD.Line@sfgov.org

For out-of-county and out-of-state testing services, the Contractor will schedule clients within 10 days, schedule availability permitting, and coordinate specimen collection. As part of its routine service, Contractor will also facilitate collections at correctional facilities and/or courthouse.

VI. Service and Outcome Objectives

During the contract term, Contractor shall meet the following service objectives:

- A.** Contractor will complete DNA tests for all referred clients who appear for testing. The Contractor will also complete DNA tests for clients at correctional facilities and/or courthouse. Contractor will conduct sufficient testing to demonstrate exclusion or, in the alternative, inclusion with probability above the 99% level.



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- B.** Contractor will respond to all requests for DNA testing for all clients and provide a proposed testing date within 24-48 hours for in-county and within 10 days for out of county.
- C.** At least 75% of all clients requiring scheduling shall be offered testing appointments within 10 days, depending on location and availability.
- D.** Contractor will provide collection for all incarcerated persons of interest within ten days from the date of the request (assuming court orders are provided on the day of request). Circumstances beyond the contractor's control, such as facility policy, lockdown or illness outbreak could contribute to additional delays. If a delay occurs, the information shall be recorded on confidential website for SFHSA staff.

VII. Data Collection and Reporting Requirements

- A.** Contractor will provide a monthly report of activities, referencing the tasks as described in Section VI & VII – Service and Outcome Objectives. Contractor will enter the monthly metrics in the CARBON database by the 15th of the following month.

The Department reserves the right to revise required report data at its discretion. No case identifying information shall be uploaded into CARBON. Data to be reported includes:

1. Number of referrals received
 2. Number of collections completed
 3. Number of collections results available within 2-5 days.
- B.** Contractor will provide a monthly referral log sheet to FCS Program Analyst or FCS Program Manger via email by the 15th of the following month. The log sheet will document the following information: referral date, client's Name and DOB, referring PSW, the appointment date, test result date, and if there is a delay, the reason for the delay.
 - C.** Contractor will provide Ad Hoc reports as required by the Department.
 - D.** Quarterly and Annual Reports will be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system.

For assistance with reporting requirements or submission of reports, contact:



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VIII. Monitoring Activities

Program Monitoring will include review of client eligibility/referral documentation, periodic reports, and progress towards meeting Service and Outcome Objectives.



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Appendix B – Calculation of Charges

Laboratory Corporation of America Holdings (Labcorp) Genetic Testing for Families Involved with Child Welfare 07/01/2026 – 06/30/2030

- I. The term for Genetic Testing for Families Involved with Child Welfare under this Agreement will begin effective July 1, 2026 and end June 30, 2030.
- II. Contractor will be compensated on a per test basis and will invoice the San Francisco Human Services Agency (SFHSA), in accordance with the terms of the Agreement, at the following rates:
 1. **\$100 per person tested**
The price per person tested shall be firm, all-inclusive, and remain in effect for the term of this Agreement. **The annual budget shall not exceed \$8,033.**
- III. **Total contract amount is \$32,132 plus a 10% contingency amount of \$3,213 for a total Not-to-Exceed-Amount (NTE) of \$35,345.**
- IV. Contractor shall submit invoices on a monthly basis. Invoices shall detail the services provided, the staff providing the service, the dates of service provision, and appropriate receipts and/or supporting documents for reimbursement.
- V. Contractor understands that, of the maximum dollar obligation listed in Article 3.3 (Compensation) of this Agreement, \$3,213 is included as a contingency amount and is not available to the Contractor without a modification to this Agreement executed in the same manner as this Agreement or a revision to the Appendix B, which has been approved by Contract Manager. Contractor further understands that no payment of any portion of this contingency amount will be made unless and until such modification or budget revision has been fully approved and executed in accordance with applicable City and Human Services Agency laws, regulations and policies/ procedures and certification as to the availability of funds by Controller. Contractor agrees to fully comply with these laws, regulations, and policies/procedures.
- VI. A final closing invoice, clearly marked “FINAL,” shall be submitted no later than forty-five (45) calendar days following the closing date of the Agreement, and shall include only those Services rendered during the referenced period of performance. If Services

are not invoiced during this period, all unexpended funding set aside for this Agreement will revert to City. City's final reimbursement to the Contractor at the close of the Agreement period shall be adjusted to conform to actual units certified multiplied by the unit rates identified in the Calculation of Charges attached hereto, and shall not exceed the total amount authorized and certified for this Agreement.