

NATIONAL DRUG SCREENING

2021

YEAR IN REVIEW

National Drug Screening (NDS), a Melbourne, Fla.-based company offering drug-testing services in all 50 states, exceeded its aggressive financial goals in 2021, reporting **more than \$7 million** in revenue – an increase of **more than 20 percent** from the previous year (see the [year-end bonuses](#) NDS employees collected – and richly deserved!).

The company attributes its success to several accomplishments last year – all of which position NDS to continue its growth and advance its mission to help employers build and maintain drug-free work environments that reduce their liability, help them attract and retain better employees and improve workplace safety. Among the 2021 milestones NDS reached:



SUPPORT FOR TEAM

NDS' comprehensive, online knowledge base is where team members can find training, resources and answers to questions about our products, services, policies and procedures.

ENHANCED CUSTOMER SERVICE

The implementation of a new Freshdesk ticketing system tracks and fulfills customer service requests in the most efficient manner possible. The software helped our dedicated Customer Service Department deliver faster response times to customer inquiries.



SUPPORT FOR RESELLER

We also have a new knowledge base for the drug testing service providers who count on us for back-office support, including Medical Review Officer services and drug-testing management software.

NEW HEIGHTS IN LEADERSHIP & INNOVATION

President Joe Reilly was recognized by the National Drug & Alcohol Screening Association (NDASA) as the United States' first [Accredited Industry Consultant](#). Vice President of Business Development [Tom Fulmer](#) was reelected to the Board of Directors of the Substance Abuse Program Administrators Association (SAPAA). NDS received status as an [Accredited Consortium/Third Party Administrator \(C/TPA\)](#) from NDASA.



ONLINE TRAINING

NDS' series of [live education webinar](#) trainings offered throughout the year include DOT Urine Collector Training, Designated Employer Training, Supervisor Training for Reasonable Suspicion, Third-Party Administrator and Random Program Management Training – and instruction on starting a drug testing business.

A VIBRANT WORKPLACE & FOCUSED OUTREACH

Finding the right team members is challenging, but NDS increased staffing by 24 percent to keep up with the demands of more than **800 new clients**. *Florida Trend* magazine named NDS a "[Best Companies to Work For Award Winner](#)" in July. And aggressive collaboration with partner vendors increased NDS' organic web traffic to 55,000 new users per month, and our pay-per-click ad campaigns produced more than \$1 million in revenue.

About National Drug Screening

NDS assists employers in reducing liability, improving safety, and attracting and retaining better employees by providing drug testing services, supervisor training, drug-free workplace policy development and other employer resources. In addition to testing for employers and individuals, NDS provides Medical Review Officer (MRO) services, software and training to assist other drug testing service providers. To learn more about National Drug Screening, Inc., please visit our [Web Site](#), or contact Vice President Tom Fulmer at (321) 622-2040.