



# Corporate Compliance Plan & Policy Overview

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# THE CENTER FOR FAMILY SUPPORT, INC.

## CORPORATE COMPLIANCE PLAN & POLICY OVERVIEW

### Purpose

The Center for Family Support, Inc. (also referred to as CFS) is committed to providing services of the highest quality and to being in full compliance with all federal, state, and local laws and regulations. As part of that commitment, CFS has adopted this Corporate Compliance Plan and the Standards of Conduct as the basis of its efforts in fostering an organizational culture that promotes responsible and honest conduct, transparency in all business transactions, and adherence to the laws and regulations of the government oversight agencies and funders.

For purposes of this Policy, the term “Affected Individuals” includes all CFS employees, Board of Directors/Governing Body, contracted practitioners, and vendors (hereafter referred to as “Affected Individuals”).

### I. Policy

It has been and continues to be the policy of The Center for Family Support (CFS) to comply with all applicable federal, state, and local laws and regulations, and payer requirements. It is also the policy of CFS to adhere to the Code of Conduct / Conflicts of Interest Policy that is adopted by the Board of Directors, the Chief Executive Officer, and the Corporate Compliance Committee. It is CFS’ policy to facilitate the prevention of improper or illegal activities, to provide mechanisms to detect any violations of laws and regulations and work to prevent, detect, and investigate issues related to fraud, waste, and abuse. To ensure this, CFS has established this Corporate Compliance Plan and commits to maintaining an effective Corporate Compliance Program.

### II. Commitment

The Center for Family Support, Inc. has always been, and will remain, committed to our responsibility to conduct our business affairs with integrity based on sound ethical and moral standards. We will hold all Affected Individuals to these same standards.

The Center for Family Support, Inc. is committed to maintaining and measuring the effectiveness of our Corporate Compliance Program and Standards of Conduct through monitoring and auditing systems reasonably designed to detect noncompliance by Affected Individuals.

The Center for Family Support, Inc. is committed to the prevention of improper or illegal activities and to provide mechanisms to detect noncompliance, including but not limited to, any violations of laws and regulations, healthcare program requirements, the Standards of Conduct and CFS’ policies and procedures. CFS is committed to the prompt investigation and resolution of reported or detected noncompliance.

The Center for Family Support Chief Executive Officer has appointed an agency Sr. Staff member to be the agency Corporate Compliance Officer (CCO) to design, implement and monitor the agency Corporate Compliance Plan in concert with the executive personnel,

other Sr. Management staff and the CFS Board of Directors. The Corporate Compliance Officer will report findings from all internal audits and investigations to the CFS Corporate Compliance / Risk Assessment Committee. Members of this committee will be appointed by the Board of Directors.

The Center for Family Support, Inc. is committed to the performance of regular, periodic compliance audits by internal and/or external auditors who have expertise in Federal and State healthcare statutes, regulations, and healthcare program requirements.

### **III. Responsibility**

All Affected Individuals shall acknowledge that it is their responsibility to report any instances of suspected or known noncompliance to their immediate supervisor, the Chief Executive Officer, or the Corporate Compliance Officer/Designee without fear of retaliation, retribution, or intimidation. Failure to report known noncompliance or making reports that are not in good faith will be grounds for disciplinary action, up to and including termination of employment, contract, assignment, or appointment. Reports related to harassment or other workplace-oriented issues will be referred to Human Resources.

### **IV. Policies and Procedures and Standards of Conduct**

The Center for Family Support, Inc. will communicate its compliance standards and policies through required training and communication initiatives and distribution of this Corporate Compliance Plan and the Standards of Conduct to all Affected Individuals.

### **V. Corporate Compliance Officer and Compliance Committee**

The Center for Family Support, Inc has appointed a Corporate Compliance Officer who is responsible for the overall operation of the Corporate Compliance Program. A Compliance Committee works with the Corporate Compliance Officer to implement and maintain an effective Corporate Compliance Program.

### **VI. Discipline/Enforcement**

This Corporate Compliance Plan will be consistently enforced through appropriate disciplinary mechanisms including, if appropriate, discipline of Affected Individuals responsible for failure to detect and/or report noncompliance.

### **VII. CFS Response**

Detected noncompliance, discovered through any mechanism, such as compliance auditing procedures and/or confidential reporting of noncompliance, will be responded to in an expedient manner. CFS is dedicated to the resolution of such matters and will take all reasonable steps to prevent further similar violations, including any necessary modifications to the Corporate Compliance Plan and policies and procedures.

### **VIII. Due Diligence**

The Center for Family Support, Inc will, at all times, exercise due diligence regarding background and professional license investigations for all Affected Individuals.

### **IX. Non-Retaliation, Non-Intimidation, and Whistleblower Protections**

The Center for Family Support, Inc will not take any retaliatory action against an Affected Individual who, in good faith, reports actual or suspected noncompliance or illegal activities or for good faith participation in the Corporate Compliance Program.

The Center for Family Support, Inc will not take any retaliatory action against an employee if the employee discloses certain information about CFS' policies, practices, or activities to a regulatory, law enforcement, or other similar agency or public official. Protected disclosures are those that assert that CFS is in violation of a law that creates a substantial and specific danger to the public health and safety; or that constitute healthcare fraud under the law; or that assert that the employee, in good faith, believes constitutes improper quality of care.

**The Center for Family Support, Inc.'s Corporate Compliance Program includes the following key elements.**

### **Element 1: Policies and Procedures and Standards of Conduct**

To support the operation of The Center for Family Support, Inc.'s (CFS) Corporate Compliance Program, policies and procedures are established to provide direction to Affected Individuals and address the following components of the Corporate Compliance Plan:

- Conflict of Interest
- Reporting and investigation of noncompliance
- Non-retaliation and non-intimidation
- False Claims Act and Whistleblower protections
- Corporate Compliance Program education and training
- Auditing and monitoring
- Billing errors and overpayments
- Kickbacks and business courtesies
- Discipline for noncompliance or failure to report
- Responding to governmental investigations

All Affected Individuals are expected to be familiar with and knowledgeable about the Corporate Compliance Program Policies and Procedures. The Policies can be accessed via CFS's intranet.

The Standards of Conduct serves as a foundational document that describes CFS' fundamental principles and values, and commitment to conduct its business in an ethical manner. The Standards of Conduct provides Affected Individuals with guidance on requirements for conduct related to their employment, contract, assignment, or association with CFS.

When any person knows or reasonably suspects that the expectations in the Standards of Conduct and the Corporate Compliance Program have not been met, this must be reported to the immediate supervisor, a member of Management, the Corporate Compliance Officer/Designee, member of the Compliance Committee, or the Chief Executive Officer so that each situation may be appropriately dealt with. Reports can also be made anonymously through Ethics Point.

# THE CENTER FOR FAMILY SUPPORT, INC.

## CONTACTS TO REPORT CORPORATE COMPLIANCE ISSUES/CONCERNS

1. **Ethics Point Telephone & Internet Based Reporting System:**
  - This allows for anonymous / whistleblower reporting:
    - a) The toll-free hotline telephone number: 1-888-206-0027
    - b) The Internet Access site is [www.ethicspoint.com](http://www.ethicspoint.com), click on “File a New Report” and follow the on-screen instructions.
  
2. CFS SVP-Chief Compliance & Risk Management Officer  
Radhina Hernandez  
Center for Family Support, Inc.  
333 Seventh Avenue, 9<sup>th</sup> Floor  
New York, New York 10001  
212-629-7939 Ext. 294
  
3. CFS Assistant Vice President of Corporate Compliance  
Juanita Nibbs  
Center for Family Support, Inc.  
333 Seventh Avenue, 9<sup>th</sup> Floor  
New York, New York 10001  
212-629-7939 Ext. 203
  
4. CFS Chief Executive Officer:  
Alicia McGrath  
Center for Family Support, Inc.  
333 Seventh Avenue, 9<sup>th</sup> Floor  
New York, New York 10001  
212-629-7939 Ext. 213
  
5. CFS Vice President of Human Resources:  
Melonie Singleton  
Center for Family Support, Inc.  
333 Seventh Avenue, 9<sup>th</sup> Floor  
New York, New York 10001  
212-629-7939 Ext. 230

## **Element 2: Corporate Compliance Program Oversight**

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### **I. The Role of the Corporate Compliance Officer**

The Chief Executive Officer and Board of Directors of the CFS designate **Radhina Hernandez** as the Corporate Compliance Officer.

The Corporate Compliance Officer has primary responsibility for Corporate Compliance Program development, implementation, monitoring, and evaluation of effectiveness.

#### **Reporting Relationship**

The Corporate Compliance Officer has direct lines of communication to the Chief Executive Officer, the Board of Directors, the Corporate Compliance/Risk Assessment Committee, and the CFS's legal counsel.

#### **Role and Responsibilities**

The Corporate Compliance Officer's primary responsibilities include:

- Overseeing and monitoring the adoption, implementation, and maintenance of the Corporate Compliance Program;
- Developing and implementing Corporate Compliance Program policies and procedures and Standards of Conduct;
- Reviewing and revising, periodically, the Standards of Conduct, the Corporate Compliance Program, and policies and procedures as changes occur within CFS, and/or in the law, regulations, or governmental and third-party payers.
- Evaluating the effectiveness of the Corporate Compliance Program, policies and procedures, and Standards of Conduct.
- Developing, implementing, and monitoring the annual Corporate Compliance Work Plan.
- Reporting, no less frequently than quarterly, to the Board of Directors, Chief Executive Officer, and Corporate Compliance/Risk Assessment Committee on the progress of implementation of the Corporate Compliance Program.
- Assisting the Chief Executive Officer, Senior Leadership, Management, and the Compliance Committee in establishing methods to improve CFS' quality of service and to reduce vulnerability to fraud, abuse, and waste.
- Developing, coordinating, and participating in a multifaceted educational and training program that focuses on the elements of the Corporate Compliance Program and seeks to ensure that all Affected Individuals, consistent with roles and any associated risk areas, are knowledgeable of, and comply with, pertinent Federal and State standards and CFS' Standards of Conduct.
- Ensuring that excluded individuals and entities are not employed or retained by CFS.

- Directing CFS internal audits established to monitor effectiveness of compliance standards and the Corporate Compliance Program.
- Independently investigating/overseeing investigations and acting on matters related to compliance, including the flexibility to design and coordinate internal investigations (e.g., responding to reports of problems or suspected violations) and any resulting corrective action with all departments, providers, and sub-providers, agents, and, if appropriate, independent contractors.
- Coordinating internal investigations and implementing corrective action(s).
- Developing policies and programs that encourage managers and employees to report suspected fraud and other improprieties without fear of retaliation.
- Providing guidance to Management, medical/clinical program personnel, and individual departments regarding policies and procedures and governmental laws, rules, and regulations.
- Maintaining a reporting system, including an anonymous means to report, and responding to concerns, complaints, and questions related to the Corporate Compliance Program.
- Overseeing efforts to communicate awareness of the existence and contents of the Corporate Compliance Program.
- Ensuring that independent contractors and contractors (recipient service provision, vendors, billing services, etc.) are aware of the requirements of CFS' Corporate Compliance Program.
- Acting as a resourceful leader regarding regulatory compliance issues. Actively seeking up-to-date material and releases regarding regulatory compliance issues.
- Continuing the momentum of the Corporate Compliance Program and the accomplishment of its objectives.

## **II. The Structure, Duties, and Role of the Corporate Compliance/Risk Assessment Committee**

The Corporate Compliance/Risk Assessment Committee is appointed by the President of the Board of Directors and Chief Executive Officer to advise and assist the Corporate Compliance Officer with the implementation of the Compliance Program. The Corporate Compliance/Risk Assessment Committee reports directly to the Chief Executive Officer and Board of Directors.

The Corporate Compliance/Risk Assessment Committee will meet on a regular basis, but not less than quarterly. Meeting minutes will be maintained.

The Corporate Compliance/Risk Assessment Committee is responsible for the following:

- Analyzing the regulatory environment where The Center for Family Support, Inc. does business, including legal requirements with which it must comply.
- Reviewing and assessing existing policies and procedures that address risk areas for possible incorporation into the Corporate Compliance Program.
- Reviewing and monitoring Corporate Compliance Program training and education to ensure that they are effective and completed in a timely manner.
- Ensuring that CFS has effective systems and processes in place to identify Corporate Compliance Program risks, overpayments, and other issues and has effective policies and procedures for correcting and reporting such issues.

- Working with departments to develop standards and policies and procedures that address specific risk areas and to encourage compliance according to legal and ethical requirements.
- Coordinating with the Corporate Compliance Officer to ensure that the written policies and procedures and Standards of Conduct are current, accurate, and complete.
- Developing internal systems and controls to carry out compliance standards, Standards of Conduct, and policies and procedures.
- Coordinating with the Corporate Compliance Officer to ensure communication and cooperation by Affected Individuals on compliance-related issues, internal or external audits, or any other function or activity.
- Developing a process to solicit, evaluate, and respond to complaints and problems.
- Monitoring internal and external audits to identify issues related to non-compliance.
- Implementing corrective and preventative action plans and follow-up to determine effectiveness.
- Ensuring the development and implementation of an annual Compliance Work Plan.
- Advocating for sufficient funding, staff, and resources to be allocated to the Corporate Compliance Officer to carry out duties related to the Compliance Program.
- Ensuring that the CFS has appropriate systems and policies in place that effectively identify risks, overpayments, and other areas of concerns including fraud, waste, and abuse.
- Monitoring and evaluating the CFS's Corporate Compliance Program for effectiveness at least annually and making recommendations for necessary modifications to the Corporate Compliance Program as applicable.
- Developing and implementing a Corporate Compliance/Risk Assessment Committee Charter. The Charter will outline the Corporate Compliance/Risk Assessment Committee's duties and responsibilities, membership, designation of a chairperson and frequency of meetings. The Charter will be reviewed and updated annually.

### **III. Delegation of Substantial Discretionary Authority**

Any employee or prospective employee who holds, or intends to hold, a position with substantial discretionary authority for the CFS is required to disclose any name changes and any involvement in non-compliant activities including healthcare-related crimes. In addition, the CFS performs reasonable inquiries into the background of such applicants, all prospective employees, the Chief Executive Officer and other senior administrators, Board members, interns, contractors, and vendors.

The following resources may be queried when conducting screening:

- a) The System for Award Management (SAM) available on the SAM website. The URL address is: <https://www.sam.gov>
- b) HHS/OIG List of Excluded Individuals and Entities. The URL address is: <http://exclusions.oig.hhs.gov/>.
- c) Medicaid Exclusions | Office of the Medicaid Inspector General. The URL address is: <https://omig.ny.gov/medicaid-fraud/medicaid-exclusions>
- d) Licensure and disciplinary record with NYS Office of Professional Medical Conduct (Physicians, Physician Assistants) (the URL address is <http://www.health.state.ny.us/nysdoh/opmc/main.htm>) and/or New York State Department of Education (other licensed professionals) (the URL address is <http://www.op.nysed.gov/opsearches.htm>).

## **Element 3: Education and Training**

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### **I. Expectations**

Education and training are critical elements of the Compliance Program. All Affected Individuals are expected to be familiar with and knowledgeable about The Center for Family Support, Inc.'s Corporate Compliance Program and have a solid working knowledge of their responsibilities under the Corporate Compliance Program. Corporate Compliance Program Policies and Procedures and Standards of Conduct will be communicated to all Affected Individuals through required participation in training programs.

### **II. Training Topics – General**

All Affected Individuals shall participate in training on the topics identified below:

- CFS' Corporate Compliance Plan;
- Standards of Conduct and other related written guidance;
- Federal False Claims Act;
- New York False Claims Act;
- Whistleblower Protections;
- Risk areas and organizational experience;
- The role and responsibilities of the Corporate Compliance Officer and the Corporate Compliance/Risk Assessment Committee;
- Communication channels (name of Corporate Compliance Officer, reporting mechanisms, anonymous reporting mechanism);
- CFS' expectations for reporting known or suspected fraud, waste, and abuse; illegal or unethical acts; actual or suspected violations of Federal or State laws and regulations; actual or suspected violations of the Standards of Conduct, the Compliance Program, and CFS' policies and procedures; improper acts in the delivery or billing of services; and other wrongdoing (collectively referred to as "compliance concerns") and how the CFS responds to such reports including the investigation process and corrective actions;
- CFS' disciplinary policy and standards;
- Prevention of fraud, waste, and abuse; and
- Non-retaliation and non-intimidation policy.

All Affected Individuals will complete the Corporate Compliance Program training no less frequently than annually.

CFS will maintain an annual training plan. The training plan will, at a minimum, outline the subjects or topics for compliance training and education, the timing and frequency of the training, which Affected Individuals are required to attend, how attendance will be tracked, and how the effectiveness of the training will be periodically evaluated. The training plan will be reviewed by the Corporate Compliance Officer and Corporate Compliance/Risk Assessment Committee and updated as needed, but at minimum on an annual basis.

### **III. Topics – Targeted**

In addition to the above, targeted training will be provided to all managers and any other employees whose job responsibilities include activities related to compliance topics, such as documentation of services and coding and billing procedures. Managers shall assist the Corporate Compliance Officer in identifying areas that require specific training and education.

### **IV. Orientation**

As part of their orientation, each Affected Individual shall receive instruction on how to access a copy of the Corporate Compliance Plan and Standards of Conduct and be provided access to Corporate Compliance Program Policies and Procedures via CFS' intranet.

### **V. Attendance**

All education and training relating to the Corporate Compliance Plan will be verified by attendance and a signed acknowledgement of receipt of the Corporate Compliance Plan and Standards of Conduct.

Attendance at compliance training sessions is mandatory and is a condition of continued employment / contract / appointment / assignment with the CFS.

## **Element 4: Lines of Confidential Communication**

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### **I. Expectations**

Open lines of communication between CFS' Management, the Corporate Compliance Officer, and each Affected Individual subject to this Corporate Compliance Plan are essential to the success of CFS' Corporate Compliance Program and commitment to comply with all applicable laws and regulations and the prevention of Medicaid or Medicare fraud, waste, and abuse.

All Affected Individuals must report compliance concerns. Failure to report is deemed misconduct and a violation of this requirement.

Every Affected Individual has an obligation to refuse to participate in any wrongful course of action and to report the actions according to the procedure listed below.

### **II. Reporting Procedure**

If an Affected Individual witnesses, learns of, or is asked to participate in any activities that are potentially in violation of this Corporate Compliance Plan and/or Standards of Conduct, he or she should contact the Corporate Compliance Officer, immediate supervisor, a member of the Management Team, or a member of the Compliance Committee. Reports may be made in person; by mail, phone, or email or anonymously. Please refer to the Corporate Compliance Contact list for contact information.

Upon receipt of a question or concern, any supervisor, officer, or director shall document the issue at hand and report to the Corporate Compliance Officer. Any questions or concerns relating to potential non-compliance by the Corporate Compliance Officer should be reported immediately to the Chief Executive Officer.

The Corporate Compliance Officer or designee shall record the information necessary to conduct an appropriate investigation of all complaints. If the Affected Individual was seeking information concerning the Standards of Conduct or its application, the Corporate Compliance Officer or designee shall record the facts of the inquiry and the nature of the information sought and respond as appropriate.

### **III. Protections**

CFS shall, as much as is possible, protect the anonymity or identity of the Affected Individual who reports a compliance concern or raises a question about CFS' Corporate Compliance Program and Standards of Conduct. Strict confidentiality regarding the reporting of compliance concerns will be maintained unless the matter is subject to a disciplinary proceeding, referred to, or under investigation by Federal, State, or local law enforcement, or disclosure is required during a legal proceeding.

### **IV. Policy of Non-Retaliation and Non-Intimidation**

CFS will not take any retaliatory action against an Affected Individual who, in good faith, reports a compliance concern, as defined by this Plan or for good faith participation in the Compliance Program, including but not limited to:

- Reporting potential issues;
- Investigating issues;
- Self-evaluations;
- Audits;
- Remedial actions; and
- Reporting to appropriate officials as provided in sections 740 and 741 of the New York State Labor Law.

Any threat of retribution, retaliation, or intimidation against a person who acts in good faith pursuant to their responsibilities under the Compliance Plan is acting against CFS' Corporate Compliance Policy. Discipline, up to and including termination of employment, contract, appointment, or assignment, will result if such retribution, retaliation, or intimidation is proven.

Affected Individuals who believe they have been subject to retribution, retaliation and/or intimidation for reporting a compliance concern or for good faith participation in the Corporate Compliance Program shall report the actions to the Corporate Compliance Officer who shall conduct an investigation into the allegation in accordance with Element 7 of this Corporate Compliance Plan (Response to Compliance Issues).

### **V. Guidance**

Any Affected Individual may seek guidance about the Corporate Compliance Plan or Standards of Conduct at any time by following the reporting mechanisms outlined above.

## **Element 5: Discipline and Enforcement of Compliance Standards**

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### **I. Disciplinary Action – General**

Affected Individuals who fail to comply with CFS' Corporate Compliance Program and Standards of Conduct, or who, upon investigation, are found to have committed illegal or unethical acts or violations of applicable Federal and State laws and regulations, the Compliance Program, the Standards of Conduct, or the CFS's policies and procedures, will be subject to appropriate disciplinary action, up to and including termination of employment, contract, assignment, or appointment with the CFS.

When the determination is made that a compliance violation occurred involving a contractor or vendor, the Corporate Compliance Officer will notify the Chief Executive Officer and work collaboratively to determine and execute the appropriate corrective action.

The CFS will apply progressive discipline consistent with the violation. Examples of the disciplinary action that may be taken in accordance with the nature and scope of the infraction include but are not limited to: (a) verbal counseling or warning; (b) counseling with written warning; (c) retraining; (d) reassignment or demotion; (e) suspension without pay; and (f) termination of employment, contract, assignment, or appointment. The CFS will consider intentional or reckless behavior as being subject to more significant discipline.

The following actions will result in more significant disciplinary action:

- Authorization of or participation in actions that violate Federal or State laws, regulations, the Compliance Program, Standards of Conduct, or any related policies and procedures;
- Failure to comply with the CFS's policies governing the prevention, detection, or reporting of fraud and abuse;
- Falsification of records;
- Submitting or causing to submit a false claim;
- Failure to report a violation by a peer or subordinate;
- Failure to cooperate in an investigation; and
- Retaliation/intimidation against an individual for reporting a possible violation or participating in an investigation.

Any discipline will be appropriately documented in the Affected Individual's file, along with a written statement of reason(s) for imposing such discipline. Such documentation will be considered during an employee's regular and promotional evaluations.

The Corporate Compliance Officer will maintain a written record of all disciplinary actions taken against Affected Individuals related to non-compliance and violations, including verbal warnings, and will reference these records when necessary to ensure consistency in application of disciplinary measures. The Corporate Compliance Officer will provide a report on disciplinary actions taken to the Compliance Committee and the Board of Directors.

## **II. Disciplinary Action – Supervisory**

Managers and supervisors will be disciplined for failure to adequately instruct their subordinates or failure to detect noncompliance with applicable policies and procedures and legal requirements where reasonable diligence on the part of the manager or supervisor would have led to the earlier discovery of any problems or violations and would have provided the CFS with the opportunity to correct them.

## **Element 6: Auditing and Monitoring**

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### **I. Internal Audits**

Ongoing evaluation is critical in detecting non-compliance and will help ensure the success of CFS's Corporate Compliance Program. An ongoing auditing and monitoring system, implemented by the Corporate Compliance Officer and in consultation with the Corporate Compliance/Risk Assessment Committee, is an integral component of CFS's auditing and monitoring systems.

On an annual basis, the Corporate Compliance Officer, in conjunction with the Chief Executive Officer, Senior Management, and Corporate Compliance/Risk Assessment Committee, will develop an audit plan based on an organizational risk assessment.

This ongoing auditing and monitoring will evaluate at minimum, the following risk areas:

- Billings;
- Payments;
- Ordered services;
- Medical necessity;
- Quality of care;
- Governance;
- Mandatory reporting;
- Credentialing;
- Contractor, subcontractor, agent, or independent contract oversight;
- Review of contracts and relationships with contractors, specifically those with substantive exposure to government enforcement actions;
- Review of documentation and billing relating to claims made to Federal, State, and third-party payers for reimbursement;
- Compliance training and education;
- Effectiveness of the Compliance Program: and
- Other risk areas that are or should reasonably be identified by the CFS through its organizational experience

The audits and reviews will examine the CFS's compliance with specific rules and policies through on-site visits, personnel interviews, general questionnaires (submitted to employees and contractors), and record reviews.

Results of all auditing and monitoring activities will be reported to the Corporate Compliance/Risk Assessment Committee and Board of Directors.

## **II. Compliance Plan Integrity**

Additional steps to ensure the integrity of the Corporate Compliance Plan will include:

- The Corporate Compliance Officer will be notified immediately in the event of any visits, audits, investigations, or surveys by any Federal or State agency or authority, and shall immediately receive a photocopy of any correspondence from any regulatory agency charged with licensing the CFS and/or administering a Federally or State-funded program or county-funded program with which the CFS participates.
- Establishment of a process detailing ongoing notification by the Corporate Compliance Officer to all appropriate personnel of any changes in laws, regulations, or policies, as well as appropriate training to assure continuous compliance.

## **Element 7: Response to Compliance Issues**

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### **I. Violation Detection**

The Center for Family Support, Inc. maintains a formal confidential and anonymous compliance reporting process to encourage the reporting of any compliance concerns. Affected Individuals must promptly report any compliance concerns to the Corporate Compliance Officer, the immediate supervisor, a member of Management, or a member of the Corporate Compliance/Risk Assessment Committee. Individuals, vendors, and any party conducting business with CFS may report compliance concerns to the Corporate Compliance Officer through the confidential or anonymous reporting process.

As part of its Corporate Compliance Program, CFS will ensure that all reports of compliance concerns are immediately and objectively investigated and resolved promptly. Such investigations may be conducted by the Corporate Compliance Officer, members of the Corporate Compliance/Risk Assessment Committee, other employees or external parties as indicated or recommended by the Corporate Compliance Officer, the Chief Executive Officer or legal counsel.

The Corporate Compliance Officer will take immediate measures to secure relevant evidence or documentation and will ensure the confidentiality of any information obtained from a report, interview or through an investigation, unless otherwise required by law.

Unless a potential conflict of interest exists, the Corporate Compliance Officer will inform the Chief Executive Officer of any pending investigations. The Corporate Compliance Officer or Chief Executive Officer will arrange to retain legal counsel, as deemed appropriate.

### **II. Reporting**

The results of the investigation and remedial actions will be communicated confidentially to the Chief Executive Officer, members of the Board of Directors, and other employees based on a need-to-know basis. The Corporate Compliance Officer shall report to the Corporate Compliance/Risk Assessment Committee regarding each investigation conducted unless conducted under attorney privilege.

At the conclusion of an investigation involving legal counsel, they shall issue a report to the Corporate Compliance Officer, Chief Executive Officer, and Corporate Compliance/Risk Assessment Committee summarizing their findings, conclusions, and recommendations and will render an opinion as to whether a violation of the law has occurred. The report will be reviewed with legal counsel in attendance. Any additional action will be on the advice of counsel.

### **III. Rectification**

If the Corporate Compliance Officer, in consultation with legal counsel, identifies credible evidence or credibly believes that a State or Federal law, rule, or regulation has been violated, the Corporate Compliance Officer will promptly report such violation to the appropriate governmental entity, where such reporting is otherwise required by law, rule, or regulation.

If the CFS identifies that an overpayment was received from any third-party payer, the appropriate regulatory (funder) and/or prosecutorial (attorney general/police) authority will be appropriately notified with the advice and assistance of counsel.

It is the CFS's policy to not retain any funds received from overpayments. Overpayments will be reported and refunded to Medicaid and Medicare in accordance with the appropriate self-disclosure protocols and any required time frames.

In instances where it appears that an affirmative fraud may have occurred, appropriate amounts shall be returned after consultation and approval by involved regulatory and/or prosecutorial authorities. Systems shall also be put in place to prevent such overpayments in the future.

### **IV. Recordkeeping**

Regardless of whether a report is made to a governmental agency, the Corporate Compliance Officer shall maintain a record of the investigation, including copies of all pertinent documentation. The Corporate Compliance Officer will organize the information so that the CFS can determine if an infraction occurred. The Corporate Compliance Officer will securely maintain all notes of the interviews, all evidence and review of documents as part of the investigation file. This record will be considered confidential and not released without the approval of the Chief Executive Officer or legal counsel.