



M – 3.2: HHS Employee Responsibilities for Reporting Compliance Issues

POLICY: See HHS-M-3.2 HHS Employee Responsibilities for Reporting Compliance Issues, at www.cosdcompliance.org.

PROCEDURES:

1. Employee Responsibilities

- a. Immediately report knowledge of suspected actual or potential violations of law, regulations, County or HHS policy and procedure, County Code of Ethics, or HHS Code of Conduct to one of the following:
 - i. A supervisor, manager, or other management staff within employee's chain of command.
 - ii. Business Assurance and Compliance (BAC)
 - a. Phone: (619) 237-8571
 - b. Email: Compliance.HHS@SDCounty.ca.gov
 - iii. The Countywide Compliance Hotline:
 - a. Phone: (866) 549-0004
 - b. Online: <https://www.mycompliancereport.com>
- ① **Important Note About Reporting:**
- iv. Reports made to BAC, or the Countywide Compliance Hotline, may be submitted anonymously to the extent any contact information provided is not identifying. All reports made regarding suspected compliance issues will be handled confidentially to the extent practical and permitted by law.
 - v. No employee will be subject to retaliation for reports of suspected compliance issues.

2. Management Responsibilities

- a. Take appropriate measures to ensure HHS employees
 - i. Have an obligation to raise compliance concerns and issues to the appropriate parties.
 - ii. Seek clarification and guidance on compliance related issues from management or BAC.
 - iii. May report compliance-related issues without fear of retaliation.
- b. Maintain an open-door policy to support reporting of compliance related issues or concerns.
- c. Ensure reports of compliance-related concerns are handled confidentially to the extent practical and permitted by law.
- d. Refer to compliance-related concerns to BAC.

3. BAC Responsibilities

- a. Provide governance and oversight for the methods of reporting compliance-related concerns as listed above.

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- b. Coordinate and document a prompt review and/or investigation of all compliance-related concerns.
- c. Report any incidents of fraud, waste, or abuse to appropriate parties; including, but not limited to, the California Department of Health Care Services (DHCS), the California Department of Social Services (CDSS), the San Diego County Sheriff's Department, and the Office of Inspector General (OIG).

QUESTIONS/INFORMATION: Please contact HHSA Business Assurance and Compliance (BAC) by email at Compliance.HHSA@SDCounty.ca.gov or by phone (619) 237-8571.