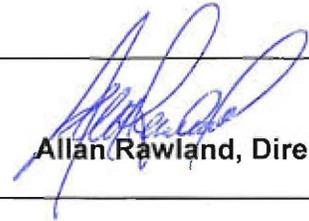


**County of San Bernardino
Department of Behavioral Health**

Compliance Hotline Procedure

Effective Date 6/04
Revision Date 6/25/07


Allan Rawland, Director

Purpose To inform staff of the Compliance Hotline procedure for reporting any activity that may violate DBH Compliance Program Integrity.

Compliance Hotline Persons who do not wish to report compliance concerns through normal chain of command may call the **Compliance Hotline** number at **800-398-9736** and leave a message on the established voice mail system.

Initiating Compliance Hotline Caller Log The following steps are to be completed by the Office of Compliance staff in order to initiate the **Compliance Hotline Caller Log**.

- Retrieve the caller's information from the voice mail system.
- Document the caller's information on the **Compliance Hotline Caller Log**

Suggestions or general inquiries will be referred to the appropriate DBH department or service, and an annotation reflecting this referral will be made on the **Compliance Hotline Caller Log**.

Follow-up Investigation After calls are documented and determined to be a compliance issue, Office of Compliance staff prepares a Compliance Investigative File and forwards this to the Chief Compliance Officer, Ethics and Compliance Coordinator, or designee who proceeds as follows:

Step	Action
1	Reviews and identifies the management team which has jurisdiction and influence in the matter.
2	Clarifies and determines if the matter requires an investigation.
3	If an investigation is in order, the fact finding process begins.
4	Determines the appropriate amount of time allowed for the investigation.
5	Organizes a multi-tasking team composed of appropriate personnel to expedite the investigative process.
6	Ensures that information is collected, carefully analyzed, and recommendations are made for disposition (includes plan of correction, discipline, and/or education)

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Note: If the Office of Compliance staff determines that an anonymous call cannot be investigated without additional information, the case file will be forwarded to the DBH Director, Chief Compliance Officer or designee for determination of appropriate action. The case is pended until otherwise advised.
