

CRSI CORPORATE COMPLIANCE



At Community Resources Staten Island, we hold ourselves to the highest ethical, legal and professional standards. We promote responsible, honest conduct; with business transactions that are transparent; and respect the laws and regulations of the government agencies that fund our work.

Our Compliance Program includes:

- 1. Written Standards of Conduct, Policies and Procedures.**

The Code of Ethics and Employee Handbook sets clear expectations about how we should act toward the individuals and families we support, the vendors with whom we do business, the government entities that regulate and fund us, and our own colleagues.

We have specific policies and procedures addressing:

- Conflict of Interest
- Compliance, Ethical Responsibility Reporting
- False Claims and Whistleblower
- Incident Reporting
- Employee Time and Attendance
- Documentation of Services Rendered
- Billing for Services including processes to detect, record and correct errors
- Gift Acceptance
- Consultant and Vendor Agreements

- Abuse and Neglect

1. The Compliance Officer

The agency's Compliance Officer coordinates and monitors compliance activities across the agency. The Compliance Officer assures that all employees are well trained and informed, and that the agency follows best practices for an effective Corporate Compliance Program.

1. Education and Training

All staff receive Compliance training when they are first hired and annually after that. Administrators, executive staff and Members of the Board of Directors also attend annual Corporate Compliance training.

1. Corporate Compliance Hotline

CRSI is committed to fostering open communications at all levels within the organization. If you are an employee, vendor or contractor who thinks there may be an issue with abuse, fraud or waste, we urge you to report the situation to a member of our Management Staff, or in confidence to our Corporate Compliance Officer

- **Denise Gibson-Phipps**
Corporate Compliance Officer
- D.Gibson-Phipps@cr-si.org
- compliance@cr-si.org
- Compliance Hotline # 917-831-6250

All reports remain in confidence and no attempt will be made to identify an individual who requests anonymity, unless required by law or unusual circumstances.

No person who makes a report in good faith will experience any form of retaliation. CRSI is committed to responding promptly and appropriately.



1. Disciplinary Guidelines

All employees are expected to uphold the agency's high ethical standards and any violation of the Code of Ethics is subject to a disciplinary action, which could result in sanctions, from warnings to suspension or termination.

1. Monitoring and Auditing

The agency works hard to prioritize risk and monitor accordingly taking into account changes in regulatory requirements, operations or business practices.

1. Responding to Compliance Issues

As part of its Compliance Program, CRSI will insure that all reports of suspected waste, fraud or abuse or violations of the agency Code of Ethics are immediately and investigated, and resolved promptly.