

HILLSIDE FAMILY OF AGENCIES
Hillside Children's Center
Hillside Children's Foundation
Hillside Work-Scholarship Connection
Snell Farm Children's Center
Stillwater Children's Center

Corporate Compliance Policy 1200
Corporate Compliance

1. SCOPE:

This policy establishes the Corporate Compliance requirements for Hillside Family of Agencies which includes all of its affiliates, individually and collectively. This policy covers all Hillside Family of Agencies (Hillside) departments, programs, employees, governing body members, volunteers, consultants, independent contractors, service subcontractors, interns, foster families, youth, individuals, and families.

2. PURPOSE:

Based on Federal and State regulations, Hillside has implemented a Corporate Compliance Program ("CCP") to assist in maintaining compliance with the numerous laws, regulations and policies that govern its conduct. It is Hillside's goal to maintain an institutional culture that promotes the prevention, detection, and resolution of potential instances of non-compliance to ensure Hillside upholds its ethical practices and its reputation.

Regulations require that a Corporate Compliance Officer be appointed to aid in identifying any potential areas of non-compliance, to assist in investigating areas of concern and to remedy detected areas of non-compliance. To assist with this process, a Corporate Compliance Committee was established to oversee the process, create and implement a written Corporate Compliance Plan ("Plan") and ensure that a Corporate Compliance Code of Conduct ("Code") has been developed to summarize various legal requirements that must be adhered to by those that work for and do business with Hillside.

3. REGULATIONS/STANDARDS/GUIDELINES:

NYS Social Services Law §363-d; 18 NYCRR 521; Public Health Law, Mental Hygiene Law (Titles 10, 14, and 18), Federal False Claim Act 31, Deficit Reduction Act of 2005; Centers for Medicare and Medicaid Services, Department of Health, Office of the Inspector General, Office of the Medicaid Inspector General and Federal Sentencing Guidelines.

4. POLICY STATEMENT:

All employees, affected persons, appointees, associates and persons (see Definitions) of Hillside are responsible for following the Federal False Claims Act in addition to the Hillside Corporate Compliance Program which consists of a Corporate Compliance Policy, Plan and Code of Conduct. The purpose of the Federal False Claims Act is to impose liability on persons and companies who defraud governmental programs. Failure to follow the Program can result in corrective action up to and including termination, as well as civil and or criminal penalties, including but not limited to fines (up to \$20,000 per claim) and imprisonment.

5. DEFINITIONS:

Affected persons – Consultants, contract workers (including credentialed independent contractors such as a psychiatrist), interns, foster and respite parents and one-to-one volunteers

Appointees or Associates – Governing body members and service subcontractors, respectively

Compliance: The process to ensure that Hillside abides by regulations and government legislation.

Corporate Compliance Code of Conduct – A brief summary of elements that govern various legal and ethical requirements that Hillside must meet

Corporate Compliance Officer (CCO) – A designated employee who is vested with the responsibility for the day-to-day operation of the compliance program

Corporate Compliance Program (CCP) – Written policies, procedures, plan and a Corporate Compliance Code of Conduct that establishes a process to detect, correct, report and prevent known or suspected fraudulent activities and abuse that may expose the Agency to criminal or civil liability by using internal resources and systems to solve or reduce the likelihood of discrepancies, inaccurate billing, and other compliance violations from occurring

Corporate Compliance Violation: An issue that may range from a simple overpayment needing to be returned to a funder up through and including possible criminal actions.

Employees - Any individual employed by Hillside, including full time, part time and relief staff

Fraud and Abuse - Fraud means any type of intentional deception or misrepresentation made by a person with the knowledge that the deception

could result in some unauthorized benefit to himself or herself, or to Hillside or another person. Abuse generally encompasses incidents or practices that are inconsistent with sound fiscal, business, or medical practices that may result directly or indirectly in unnecessary program costs, improper payment, or payment for services that fail to meet professional standards of care or that are medically unnecessary. Fraud or abuse may be committed by employees, contractors, clients or others. Fraud and Abuse can also be acting in an unintentional manner out of ignorance of the law. This is not an excuse and is still punishable.

Others: Includes youth, individuals, their families, affected persons, appointees and associates.

Preponderance of Evidence: When determining the result of an investigation, this standard is used. It means that it is more likely than not that the violation of the Corporate Compliance Code of Conduct occurred. For an allegation to be substantiated there must be a preponderance of evidence to support the allegation. It is the allegation that bears the burden of proof in any given case. When deciding whether to determine if the allegation is substantiated or unsubstantiated, the investigator must weigh each piece of evidence. The investigator must also use judgment when determining the credibility of each piece of evidence and how much weight to assign to each piece of evidence. One would not have to be completely convinced of one side. However, the burden requires that the evidence be strong enough that a fair and impartial person would make a determination by believing that the conclusion is more likely than not to be correct.

6. **PROCEDURES:**

Following is the process used to ensure Hillside meets the requirements of an effective CCP and to ensure that all employees, affected persons, appointees or associates learn of and follow the CCP.

1) Written Policies and Procedures

A Corporate Compliance Policy, Corporate Compliance Plan and Corporate Compliance Code of Conduct have been written to establish a Corporate Compliance Program that includes the eight required elements. The Corporate Compliance Program will be assessed on an annual basis and updated as appropriate.

2) Designation of a Corporate Compliance Officer (CCO)

An employee is vested with the responsibility for the day-to-day operations of the compliance program. The CCO reports directly to the chief executive officer or a senior leader designated by the chief executive officer and periodically reports directly to the governing body on the activities of the compliance program. The CCO also oversees the Corporate Compliance Committee (Attachment A).

3) Training and Education

All new employees complete on-demand training within the first 30 days of employment consisting of the Corporate Compliance Program, a review of the Federal False Claims Act, and the Corporate Compliance Code of Conduct. The training includes a knowledge check and a statement that they will comply with the CCP. Verification of completed training is maintained by Hillside's Human Resource Organizational Development (HROD) department.

On an annual basis all Hillside employees complete an Annual Update that reviews Hillside's Corporate Compliance Policy, Plan and Corporate Compliance Code of Conduct. Completion of the Annual Update is required and tracked to ensure all employees have completed the process. In addition, Practice and Performance Excellence Group (PPEG) employees trained in Corporate Compliance will deliver Corporate Compliance training to programs when needed or when requested by the program.

Board Members – This Corporate Compliance Policy, Plan and Corporate Compliance Code of Conduct is distributed to HFA and Affiliate Board members at orientation.

Others - Youth, individuals, and families, affected persons and associates, are informed of the Corporate Compliance Policy through Handbooks and other materials and are made aware of how they can report concerns and issues.

As required by regulation, all Service Subcontractors, Consultants and Independent Contractors will receive a copy of the Corporate Compliance Policy, Plan and Corporate Compliance Code and will be asked to verify in writing their receipt and understanding of the Policy, Plan and Code and agreement to be bound by and comply with the Plan and Code. (See Attachment B) This receipt will be maintained by the CCO.

4) Lines of Communication

The CCO is accessible to all employees, affected persons, persons associated with the provider, executives, appointees and associates and others to allow reporting of compliance issues and concerns. Issues and concerns can also be reported anonymously and confidentially to www.reportit.net (User Name: Hillside; Password: Hillside or call 1-877-778-5463).

All compliance concerns are required by law to be brought to the attention of the CCO, Darlene Ryan. Reports may be made in person to Darlene Ryan, CCO, in writing through email (dryan@hillside.com) or by US Mail to 1 Mustard Street, Rochester, NY 14609, or by telephone (585.520-8871). All written reports should be labeled "CONFIDENTIAL AND PRIVILEGED MATERIAL PREPARED FOR LEGAL COUNSEL."

Reports should describe the nature of the concern and the parties involved. While the CCO will attempt to protect the identity of the person making the report, and

individuals may report anonymously, the individual is strongly encouraged to consider including his or her name, agency, telephone number and work location in the report so that the CCO can obtain additional information from and respond to the reporting individual. (Note: A lack of complete information hampers the ability to assess and address the situation. Employees who report potential instances of Fraud and Abuse are protected through Hillside's Whistleblower Policy.)

5) Corrective Actions

The Agency has created policies to encourage good faith participation in the compliance program, to set forth expectations for reporting compliance issues and to assist in resolution of compliance issues including policies that address failing to report suspected problems and participating in, encouraging, directing, facilitating or permitting active or passive non-compliant behavior. These policies include the Corporate Compliance Policy, inclusive of the Code of Conduct, and the Employee Code of Ethics. Failure to follow the Policies can result in corrective action up to and including termination, as well as civil and or criminal penalties, including but not limited to fines and imprisonment.

6) Routine Identification of Compliance Risk Areas

The CCO will oversee periodic audits of Hillside's operations. The manner and scope of each audit will be determined in advance by the CCO with assistance from the Corporate Compliance Committee.

Internal audits may include: a program or quality department review of documentation using a standard set of questions, Electronic Medical Records reports such as roster verification, services delivered, overlapping services, benefit assignment, and diagnosis verification.

Hillside runs EMR reports designed to ensure that documentation requirements are met to accurately bill, pro-active billings audits, financial reviews focused on anomalies and denied claims, verification of Medicaid numbers in ePaces, audit of correct and accurate benefit assignment information and private insurance checks. Clinical supervisors review clinical progress notes for medical necessity and the golden thread.

The CCP is reviewed annually by the Corporate Compliance Committee using a compliance program assessment tool. The Committee also reviews external fiscal audits with the goal of reducing the potential for fraud and abuse.

7) Responding to Compliance Issues

The Corporate Compliance Officer is responsible for:

- Determining the appropriate level and manner of any investigation to be undertaken in response to a report as well as ensuring that all investigations are conducted promptly and thoroughly by trained investigators using a standardized process with the assistance of legal counsel when appropriate.

- Maintaining any materials generated as part of an investigation so as to preserve the confidentiality of such materials and safeguard any applicable legal privilege that may attach to the materials and the investigation.
- Determining the result of an investigation (Confirmed Violation or Unfounded based on a Preponderance of the Evidence) and determining a course of remediation ranging from making recommendations up to and including required corrective actions to reduce the likelihood of the issue re-occurring. The CCO also ensures that any necessary reports and/or paybacks are made and ensures that appropriate remediation and corrective action was implemented. Appropriate leadership, HROD, and other internal departments (as deemed appropriate) will receive a copy of the completed investigation.

In addition to the above, Hillside programs, internal departments, affected persons, associates and appointees are required to:

- Provide or allow access to documentation as appropriate to the investigation
- Cooperate with the investigator/leadership and ensure that nothing is done to compromise the integrity of the investigation
- Be available for interviews, questions, and follow-up as necessary
- Ensure that confidentiality is maintained regarding the investigation
- Ask questions of their management and the CCO as needed
- Respond to an acknowledgement letter regarding the investigation

8) Policy for Non-intimidation and Non-retaliation

The Whistleblower Policy protects anyone who reports an activity that he/she considers to be dishonest or illegal such as violations of federal, state or local laws or regulations.

In order to encourage individuals to come forward and report misconduct involving false claims, the False Claims Act contains a “Qui Tam” or whistleblower provision.

The Government, or an individual citizen acting on behalf of the Government, can bring actions under the False Claims Act. An individual citizen, referred to as a whistleblower or “Relator,” who has actual knowledge of allegedly false claims may file a lawsuit on behalf of the U.S. Government. If the lawsuit is successful, and provided certain legal requirements are met, the whistleblower may receive an award ranging from 15% - 30% of the amount recovered.

Whistleblower protections are provided in two important areas: confidentiality and against an adverse employment action. As much as possible, the confidentiality of the whistleblower will be maintained, however, identity may have to be disclosed to conduct a thorough investigation, to comply with the law and to provide accused individuals their legal rights of defense.

Hillside and its employees will not retaliate against a whistleblower in any way or adversely affect the employee (including but not limited to: causing the employee to feel isolated, intimidating the employee, threatening harm, assigning punitive

work, reducing salary or wages, or terminating employment). Whistleblowers who believe that they have been retaliated against may file a written complaint with the Chief HROD Officer. A proven complaint of retaliation shall result in a proper remedy for the person harmed and the initiation of corrective action, up to and including termination, against the retaliating person.

This protection from retaliation is not intended to prohibit supervisors from taking action, including corrective action, in the usual scope of their duties and based on valid performance-related factors. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing.

7. POLICY OWNER: Darlene Ryan, Corporate Compliance Officer

8. AUTHORIZING OFFICER: None

Corporate Compliance Code of Conduct

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CORPORATE COMPLIANCE AND YOUR RESPONSIBILITIES

OVERVIEW

Hillside Family of Agencies and Affiliates (Hillside) is a nationally recognized leader and a preferred provider of an integrated system of human services for youth, individuals, and their families. However as with any vital and vibrant organization, Hillside cannot be content with the status quo, but must focus on the future. To preserve and enhance Hillside's well-deserved reputation, everyone associated with Hillside must share a commitment not only to our clients and our work, but also to compliance with the numerous laws, regulations, and policies that govern Hillside's conduct.

To assist us in achieving compliance goals, Hillside has developed a Corporate Compliance Plan that includes a Corporate Compliance Code of Conduct. In that Code, we briefly summarize the provisions that govern various legal and ethical requirements we must meet. The Code serves as a useful guide to assist in identifying and addressing those instances where there may not be compliance with the law or with Hillside policy.

Corporate Compliance Program Guidance is based upon the elements of the Federal Sentencing Guidelines and a formal commitment by the Agency's governing body;

The elements are:

- Written Standards of Conduct;
- Designation of a Corporate Compliance Officer (Darlene Ryan for Hillside) who reports directly to the CEO and the governing body for Corporate Compliance matters);
- A Corporate Compliance Committee with oversight and monitoring of the compliance program that supports the CCO. Regular and effective education and training programs for all employees, affected persons, associates and appointees;
- A hotline or other process to file complaints and procedures to protect the anonymity of complainants;
- A system to respond to allegations of improper/illegal activities and enforce corrective action against employees who violate internal compliance policies, statutes, regulations or program requirements;
- A policy protecting those who report suspected misconduct or concerning practices (see Whistleblower Policy 1203);
- A risk assessment process.

Audits and/or other evaluation techniques will be used to monitor compliance and assist in reducing problems.

Failure to follow existing law can damage Hillside's reputation and impede the ability to carry out Hillside's mission. Unlawful behavior may also result in criminal liability as well as civil fines and penalties. Individuals who knowingly violate or recklessly disregard this

Compliance Policy, the Corporate Compliance Code of Conduct, or the laws, regulations and policies that govern Hillside will face severe consequences including termination.

FULFILLING YOUR OBLIGATIONS

The Compliance Plan as well as the Corporate Compliance Committee exists to help you when you are unable, for any reason, to assure yourself that the conduct in question is, in fact, appropriate. In those instances, we fully expect that you will promptly inform the Corporate Compliance Officer of the issue. Hillside is committed to ensuring full compliance with all existing laws, rules, regulations, protocols and policies that govern Hillside.

The Corporate Compliance Committee and Corporate Compliance Officer

The Hillside Corporate Compliance Committee exists to aid in identifying potential areas of non-compliance through audits, to assist in investigating areas of concern that are raised by employees or by others, and to remedy identified deficiencies. The Corporate Compliance Committee will meet regularly and as frequently as necessary to oversee the following:

- Development and implementation of policies and procedures for the Corporate Compliance Program
- Participate in the creation of the annual Corporate Compliance work plan
- Ensure implementation of the annual Corporate Compliance work plan
- Provide training regarding specific job responsibilities and requirements
- Audit and monitor employees and others who are responsible for documenting the services we provide, coding and submitting claims for reimbursement
- Review high-level trends and analysis of Corporate Compliance Investigations
- Modify the Corporate Compliance Plan and Corporate Compliance Code of Conduct as necessary

The Hillside Risk Management Morning Market Committee serves as a consulting group to review and recommend an outcome regarding Corporate Compliance Investigations to the Corporate Compliance Officer. This Committee's work is intended to be and will be confidential and privileged to the extent permitted by law. The Committee also will make all reasonable efforts to protect the identity of the reporting employee or individual.

Upon completion of an investigation, the CCO determines if the allegation is a Confirmed Violation or Unfounded, identifies steps to address the issue, disseminates the final report to the immediate supervisor up to Senior Level Leader and informs the Reporter that the investigation has been concluded.

The Corporate Compliance Officer reports to the Audit Committee (a subcommittee of the Board of Governors). The Corporate Compliance Officer will chair the Corporate Compliance Committee. The Corporate Compliance Committee members are listed, along with their telephone numbers, in Attachment A.

The Process

All Hillside employees, affected persons, associates and appointees, and others are required to bring concerns to the attention of the Corporate Compliance Officer. Reports may be made in person, in writing, or over the telephone. Written communications should be marked "CONFIDENTIAL." Although reports may be made anonymously to Report It, in order for the Corporate Compliance Officer to obtain more information from or respond to the reporting individual, he or she are encouraged to provide his or her name and work location when the report is made.

All reports and communications received will be confidential and privileged to the extent permitted by law. The Corporate Compliance Officer will review the investigation report and make a determination. General Counsel for Hillside may consult on the determination and advise accordingly. Any concerns about the Corporate Compliance Officer, the Committee members, or the Committee's actions or determinations may be brought directly to the Chair of the Governing Board Audit Committee.

ELEMENTS OF THE CORPORATE COMPLIANCE CODE OF CONDUCT

The following elements summarize the conduct we expect from all Hillside employees, affected persons, associates and appointees and highlight certain key areas where the potential for concerns may be significant. This Code will not serve as a substitute for a thorough understanding of your job function, your obligations, and the laws and institutional policies that apply to your job. It will not substitute for training or in-service presentations in your area. However, it can and should provide useful guidance, make you sensitive to potential problems you may face, and help you to avoid particular pitfalls.

Key Areas

Hillside is subject to many federal, state and local laws, together with various internal policies and protocols. We have attempted to summarize below the general obligations arising in key areas of operations.

1. Billing and False Claims

Human services for children, adolescents, adults and their families are paid for by school districts, Medicaid, private insurance and personal funds. All employees must familiarize themselves with established formats, protocols and practices relating to the billing process and be vigilant in avoiding false claims. There are certain common issues that are important to mention.

The False Claims Act (FCA) states that it is a violation to knowingly present, or cause to be presented, a false or fraudulent claim for payment to the federal government, including the Medicaid or Medicare program. Knowingly" includes actual knowledge, "deliberate ignorance" or "reckless disregard" of the facts.

Hillside is prohibited from submitting false claims to obtain payment for the services we provide. False claims include claims for payment which the service provider

knows are not properly authorized or delivered, claims the service provider submits (for example: service/progress notes, session notes, service summary forms) with deliberate disregard for their accuracy or deliberate ignorance of the applicable guidelines. False claims can result in significant penalties and costs to Hillside. Hillside is committed to ensuring that all claims for payment are proper, that they accurately reflect the services necessarily delivered, and that they comply with existing billing and coding regulations. If you are uncertain how to document a service in a way that supports the billing for that service, please contact your supervisor for guidance. If you seek guidance and you remain concerned about any aspect of billing, immediately bring that concern directly to the Corporate Compliance Officer.

It is Hillside's intention to comply with all funding requirements. Where the requirements are unclear, the program manager or director may seek guidance from the funder directly. The resulting guidance should be carefully recorded, including the name and title of the funder representative, the time, date, and telephone number. Best practice would be to obtain the guidance in writing directly from the funder (ie: via email). However, if that is not possible, you should document the conversation. Documentation from the funder should be retained as evidence.

Given the number of client encounters within Hillside Affiliates, and occasional ambiguous, complex or conflicting rules, there may be times when you discover an error in a previously submitted claim. You should immediately report that error to your supervisor so that it may be rectified.

If you feel you are unable to make such a report to your supervisor for any reason, or if appropriate corrective action is, in your judgment, not taken, contact the Corporate Compliance Officer.

2. Client Rights

It is an expectation that all Hillside employees, affected persons, appointees or associates partner with clients and families in the development of their service plan and deliver all of the prescribed services based on their assessed needs. The expectation is to also treat all clients and their families with courtesy, compassion and dignity, while recognizing and honoring the client's and family's right to privacy and confidentiality. All Agency employees, affected persons, appointees or associates shall fully familiarize themselves with the client rights and responsibilities document for their program and conduct themselves at all times in a manner consistent with these rights.

If you become aware of any situation in which a client's or family's rights are being violated, contact your supervisor or your regional leadership.

3. Confidentiality

Hillside recognizes the importance of confidentiality in the provision of its services. It is Hillside's policy to keep all information and records pertaining to a client's treatment confidential in accordance with applicable law. All employees, affected persons, appointees or associates with access to confidential information and records must strictly adhere to the confidentiality policies of Hillside.

Documents containing sensitive data, including information concerning clients, must not be left in public view or in an unsecured location. You must also be careful when you enter, secure and store computer data. Given the widespread use of computers throughout Hillside, the potential for a breach of security exists, and must be considered at all times. If you observe individuals whom you do not recognize using computers in your area, take action and immediately report this to your supervisor.

If you become aware of unauthorized or inappropriate disclosure of confidential information or documents by a Hillside employee, affected person, appointee or associate, contact your supervisor or the Privacy Officer as this may be a HIPAA violation.

4. Conflicts of Interest

A conflict of interest arises when an employee, affected person, appointee or associate stands to benefit personally at the expense of Hillside, or when an employee, affected person, appointee or associate puts his/her personal interests above those of Hillside. The appearance of a conflict of interest may be as serious as an actual conflict of interest. All employees, affected persons, appointees or associates, must avoid any actual or apparent conflicts of interest during the term of their contract. We expect all employees, affected persons, appointees or associates to familiarize themselves and comply with policies in this area

Hillside employees are prohibited from referring clients to human service entities in which the employee or a relative may benefit. Should you become aware of such a situation, the appropriate course of action is to raise all issues to your supervisor.

You must avoid relationships with vendors or other third parties that provide financial or other incentives in exchange for the referral of clients to or from them. These incentives, moreover, are not necessarily in the form of cash payments, but may include consulting relationships, lease arrangements with vendors for other than fair market value, and gifts. A good guide is to avoid arrangements that confer personal benefits to you over and above that which ordinarily would be provided for your services. You must also review with your supervisor any proposed arrangement with clinicians, vendors, contractors or suppliers.

We must also avoid any referral decisions about clients that give preference to or decline potential clients that are easier or harder/more costly to serve based on diagnosis. We must also avoid any referral decisions that give preference to our employees, board members, and other stakeholders.

Report suspected violations immediately to a supervisor or the Corporate Compliance Officer.

5. Professional Licensure, Certification and Credentialing

All service professionals and paraprofessionals providing client services must be fully capable of fulfilling their clinical responsibilities. No service professional or paraprofessional will be permitted to provide client services on behalf of Hillside unless it has been demonstrated that he or she possesses the required education, licensure or certification and experience necessary to perform his or her clinical responsibilities and maintains ongoing requirements for their licensure, certification or credentials.

All service providers associated with a Hillside affiliate shall be properly credentialed, and Hillside will maintain a file on each service provider that contains documentation of the practitioner's credentials. In credentialing practitioners, Hillside documents the practitioner's education, licensure or certification, and competency. In doing so, Hillside and personnel involved in the credentialing process complies with all applicable laws and regulations, and professional standards.

If you become aware of any information or documentation indicating that anyone affiliated with Hillside has not adhered to the requirement for credentialing, licensure or certification, report it to your supervisor or the Chief HROD Officer. (If an issue is raised to the supervisor, the supervisor must take the issue to the HROD Officer.)

6. Fraud and Abuse

Fraud is the intentional deception or misrepresentation of something a person knows is false or does not believe to be true. It may include:

- Making false entries in Agency's records including service delivery documentation
- Altering any permanent entries in the Agency's records
- Approving payments or receipts on behalf of the Agency that are not described in documents supporting the transaction which may include petty cash or off-book accounts where there is no accounting for receipts or expenditures on the Agency's books; or
- Creating or participating in the creation of any records that are intended to mislead or to conceal anything that is improper

Abuse generally encompasses incidents or practices that are inconsistent with sound fiscal, business, or medical practices that may result directly or indirectly in unnecessary program costs, improper payment, or payment for services that fail to meet professional standards of care or that are medically unnecessary. Fraud or abuse may be committed by employees, contractors, clients or others.

Examples of Fraud and Abuse:

- Inappropriate use of flex funds

- Delivering services when it is known that all appropriate documentation has not been obtained and or properly authorized
- Billing for services that were not provided
- Billing for unnecessary services
- Misdating a document or signing someone's name other than your own
- Theft of petty cash or inappropriate use of P-Cards or any other Hillside debit or credit cards
- Failure to document and bill for services delivered

Bring any concerns regarding Fraud and Abuse to the attention of a supervisor or Corporate Compliance Officer.

7. Gifts and Gratuities

Hillside employees may not solicit money, gifts, gratitude, or any other personal benefits or favors of any kind from providers, contractors, producers, accounts, or people we serve and their families.

The receipt or giving of gifts by Hillside employees may raise questions about relationships with Hillside's vendors, governmental officials or business entities who interact with Hillside. We must refrain from activities that could possibly be construed as an attempt to improperly influence these relationships. (For more information about gifts from clients and families, see Code of Ethics, Professional Boundaries Policy, and Government Relations and Political Activities Policy.)

It is Hillside's policies to reimburse employees for all reasonable expenses, including meals, entertainment, and travel that are appropriately incurred while conducting Hillside business and submitted following financial procedures. Rarely will justification exist for you to permit someone else to pay for items such as entertainment or travel. If you follow Hillside policy and exercise reasonable judgment and common sense with respect to gifts and gratuities, you will avoid situations that might bring you or Hillside's integrity into question. If you have any questions in connection with the receipt or offer of gifts or entertainment, you should consult the applicable Hillside policy and your supervisor.

Please bring any concerns regarding violations of policy in this area to the attention of a supervisor or Corporate Compliance Officer.

8. Intellectual Property and Internal Systems

Hillside employees, affected persons, appointees or associates are responsible for maintaining and protecting the information used in connection with their job duties. For example, you must not record inaccurate information, make inappropriate or unauthorized modifications of information, or destroy or disclose information, except as authorized. Additionally, no current, or former employee, affected person, appointee or associate may, without the prior written consent of Hillside, use for their own benefit or disclose to others any confidential or proprietary information obtained during their employment or term of engagement. (For example: Hillside training

materials, policies and forms, HWSC Benefit-Cost Ratio Analysis, research studies, etc.)

Please bring any concerns regarding confidential or proprietary information to the attention of the Corporate Compliance Officer.

9. Record Completion, Maintenance and Retention,

The law requires Hillside to retain certain records and documents for specified periods of time. Failure to retain these records as required could result in substantial monetary penalties and prevent Hillside from having the documentation to legally defend actions regarding employees, client, and/or fiscal matters, and raise questions about our Agency's ethics. To comply with these obligations, Hillside has implemented systems of controls and policies to assure proper maintenance, retention and destruction of records. You are expected to follow these policies (i.e. Documentation Policy 8513 and Document Retention and Destruction Policy 1322).

Contact your supervisor or the Corporate Compliance Officer in the event you learn of a potential or actual violation of Hillside's policies.

Records must also be completed in a timely fashion and accurately maintained. These records not only provide a basis for future decisions but also represent an important historical account of the actions taken by Hillside personnel which is critical to respond to claims made against us. There are specific protocols for the completion, maintenance, and modification of these records, and you are expected to comply fully with those protocols. Failure to do so can result in internal and external sanctions, fines and penalties as well as professional licensure action.

Should you suspect any violation of recordkeeping protocols, contact your supervisor or the Corporate Compliance Officer.

10. Reporting Requirements

Employees, affected persons, appointees or associates must report any actual or suspected violations of this Corporate Compliance Code of Conduct, any applicable law or regulation, or any Agency policy and procedure to their immediate supervisor or the Corporate Compliance Officer. (If an issue is raised to the supervisor, the supervisor must take the issue to the Corporate Compliance Officer.) Failure to follow the policy can result in corrective action up to and including termination, as well as civil and/or criminal penalties, including but not limited to fines (up to \$20,000 per claim) and imprisonment.

Issues and concerns can also be reported anonymously and confidentially to www.reportit.net (User Name: Hillside; Password: Hillside or call 1-877-778-5463). Steps will be taken to protect confidentiality and anonymity, when appropriate and warranted.

All employees, affected persons, appointees or associates must cooperate fully and honestly in any investigation into a reported violation of this Corporate Compliance Code of Conduct, any applicable law or regulation, or Agency policy, procedure, or practice.

11. Reviews and Inspections

Our affiliates are reviewed and inspected by government agencies. You are expected to become familiar with the requirements of these agencies as they affect

your area and to ensure compliance with them. Failure to comply can lead to sanctions, to detailed plans of correction and, in extreme circumstances, to the restriction of licensed services.

There may be times that the Agency is asked to cooperate with an inspection by a federal or state governmental agency or to respond to a request for information. Employees, affected persons, appointees or associates must report any requests for inspection or information to the Corporate Compliance Officer immediately and cooperate with the inspectors.

Corporate Compliance and Your Responsibilities

If you as an employee, affected person, appointee or associate have knowledge of or a concern about, potentially illegal or fraudulent activity, you must immediately contact your supervisor or the Corporate Compliance Officer. (If an issue is raised to the supervisor, the supervisor must take the issue to the Corporate Compliance Officer.) Conversely, you must exercise sound judgment to avoid baseless allegations. Failure by you to report misconduct within the scope of this policy may result in adverse action against you, up to and including termination, as well as civil and/or criminal penalties, including but not limited to fines (up to \$20,000 per claim) and imprisonment.

All reports of illegal and dishonest activities must be promptly reported to the Corporate Compliance Officer who is responsible for investigating and coordinating corrective action. Appropriate action will be taken against any employee who has engaged in misconduct, including reporting such conduct to civil or criminal authorities as required by law. Any required payback or Self-Disclosure will be made. The Corporate Compliance Officer will inform the Hillside Audit Committee of all reports and a summary of the reports will be provided to the Hillside Audit Committee on a regular basis.

Attachment A

**Hillside Family of Agencies and Affiliates
Corporate Compliance Program**

Corporate Compliance Committee

CHAIR

Darlene Ryan, Corporate Compliance Officer 585-520-8871

MEMBERS:

Maria Cristalli, Chief Operating Officer	585-654-7509
Indira Paharia, Chief Practice and Performance Officer	585-402-3592
Lorynda Bender, Privacy Officer	585-256-7525
Paul Smith, Quality Manager	607-656-6015
Alison Randall, General Ledger Accountant	585-654-1425
Theresa Gringer, Director, HR Partnership, Safety & Compliance	585-654-1391
Aaron Outlaw-Waite, Program Manager	585-383-6467

Attachment B**Hillside Family of Agencies and Affiliates
Corporate Compliance Program
Service Subcontractor/Consultant/
Independent Contractor Verification**

I verify and affirm that I have received a copy of the Hillside Family of Agencies and Affiliates Corporate Compliance Policy and Corporate Compliance Code of Conduct (individually, the "Policy" and "Code"). I understand that the reference to Hillside includes HFA's affiliates: Hillside Children's Center, Snell Farm Children's Center, Hillside Work Scholarship, Stillwater Children's Center, and Hillside Children's Foundation.

I further verify and affirm that I have read the Policy and Code thoroughly, that I understand them, and that I agree that the undersigned individually, or the company and its Board, officers, employees, agents, independent contractors, and affected persons (if any) are bound by and fully comply with them. I specifically agree not only to fulfill my responsibilities in a manner consistent with applicable laws, rules, regulations, policies and procedures, but to inform my contact at Hillside, the Corporate Compliance Officer, if I learn of any conduct by others in connection with Hillside that violates the Policy and/or Corporate Compliance Code of Conduct. I recognize that the Hillside Corporate Compliance Policy and Corporate Compliance Code of Conduct constitute a primary part of my responsibility to and relationship with Hillside, and that it is my obligation to comply with the Policy and Code.

I understand I can contact the Corporate Compliance Officer, Darlene Ryan, at the address noted below, by phone at 585-520-8871, or by e-mail at dryan@hillside.com

**Service Subcontractor/Consultant/
Independent Contractor Verification**

 Company Name, if applicable

 Signature

 Print Name

 Date

Please return this page to:
 Darlene Ryan
 Corporate Compliance Officer
 1 Mustard Street, Rochester, New York 14609
 Phone: 585-520-8871