

Compliance Training and Education Plan

August 2024

AccessCNY is committed to ensuring that all affected individuals receive the necessary training to ensure knowledge of AccessCNY's compliance requirements and expectations. This will be carried out by the following:

Employees

- All new employees receive compliance training within 30 days of date of hire. This includes program specific information on risk areas for those working in Medicaid funded programs. This training takes place during new hire orientation and is also available through the online learning management system. AccessCNY will ensure translators are available as needed. All employees will take a post test to ensure understanding of the information. Attendance for this is tracked within Litmos.
- Where applicable, employees receive additional training at Extended Orientation. This applies to employees that work in the DDABI department, specifically Individual Residential Alternatives, Day Habilitation, Community Habilitation and Supported Employment.
- New Managers and Directors receive one on one training from a member of the Quality Enhancement (QE) Department.
- Compliance elements are reviewed as part of the new employee orientation checklist. A copy of this checklist can be found in each employee's training file.
- All staff are required to complete annual training. This includes program specific information on risk areas for staff working in Medicaid funded programs. Staff will take a pre and post test to analyze the effectiveness of the training. Attendance for this is tracked within the online learning management system.
- An annual compliance update is provided to the Leadership Team annually.
- Members of the QE Team attend staff meetings and discuss compliance topics as needed.
- The Compliance Officer sends monthly emails to the Leadership Team and provides compliance topics for discussion with individual teams. All past emails can be accessed through SharePoint.
- New compliance requirements are shared with management of those program areas and reviewed during regular program compliance meetings.

Board of Directors

- All new members receive training within 30 days.
- Annual compliance training is provided by the Compliance Officer.

Compliance Officer

- The Compliance Officer will participate in a minimum of 10 additional hours of compliance training and education each calendar year. This will be tracked in their training file.

Other Affected Individuals

- All other affected individuals (as identified in the compliance plan) receive information on AccessCNY's compliance plan and policies at the start of any contract. This will include information on compliance issues, expectations and the compliance program operation.