

Memo

Date: July 26, 2024
To: Alameda County Behavioral Health Department (ACBHD) Contract Based Organizations (CBO)
From: AC Health Office of Compliance Services
Subject: Compliance Training for New Hires Onboarded on or after July 1, 2024

The Alameda County Health (AC Health) is committed to the highest professional, clinical, research, and business conduct, and takes seriously its responsibility for good stewardship of public resources. As part of our commitment to comply with applicable laws, rules, and regulations, the AC Health Office of Compliance Services provides annual compliance training to ensure you are aware of your obligations and responsibilities to a healthy and safe culture of professional and ethical conduct in all our business dealings.

The compliance training is delivered through online training modules within SumTotal and is designed to:

- Outline general principles of an effective compliance program.
- Cover key policies, healthcare laws and concepts.
- Articulate the responsibilities of leadership and staff, and promote a culture of openness, integrity, and accountability.

PLEASE REVIEW THE FOLLOWING INSTRUCTIONS CAREFULLY:

1. The Compliance Training is **REQUIRED** of all contracted organization (includes front-line staff, management team, organizational leaders, Board members, interns, and volunteers) that are assigned to AC Health contract(s) to provide direct or indirect services, including those who have involvement in AC Health funded grants, budgets,



claims or cost report submissions, and leaders and board members that have direct oversight and fiduciary responsibilities (collectively “workforce members”).

2. This training is intended for new workforce members, hired on or after July 1, 2024. The training will take approximately 60-75 minutes to complete and **must be completed within 30 calendar days of hire.**
3. The online training (i.e., recorded webinar) is delivered through GoToWebinar. Please click on the following registration URL or copy and paste the below weblink into your internet browser
<https://attendee.gotowebinar.com/register/175108662304858460>
(Please remember to check your browser settings and disable any pop-up blockers to allow the course to launch).
4. Once you have successfully enrolled in the course, you will receive an email from customercare@gotowebinar.com (see screenshot below) with instructions and link to SurveyMonkey. **After you have completed the course, please return to this email, and click on the SurveyMonkey link which will direct you to their website to complete the post-test and attestation** (please check your spam or junk folder).
5. You must achieve a score of 80% or better to pass and e-sign both the compliance and confidentiality statement attestations. At the end, you will receive your final score – **please print or take a screenshot for your records. There is no certificate.**
6. Other Important Tips/Notes:
 - a. **Not all slides have audio**, and the training slides are set to move at a standard pace; however, participants may pause a particular slide if helpful.
 - b. Check your internet browser settings and disable any pop-up blockers to allow the course to launch.
 - c. Check your spam or junk folder for registration email from customercare@gotowebinar.com (see screenshot below). This email contains



- SurveyMonkey link, which you will need to complete the post-test and attestation.
- d. If you score below 80%, you will need to retake the test.
 - e. You must e-sign the attestation by entering your full legal name. Please do not use initials, abbreviations, or nicknames – Doing so will invalidate your results.
 - f. Remember to take a screenshot of your final score for your record-keeping. Due to limited staffing and resources, we will not be processing certificate or verifying individual results.
 - g. For technical questions or support, please contact your organization’s IT department.
 - h. For questions or feedback regarding the training content, please email HCSA.Compliance@acgov.org

From: Quality Assurance Office Alameda County Behavioral Health <customercare@gotowebinar.com>
Sent: Tuesday, July 9, 2024 4:39 PM
To: [REDACTED]
Subject: Alameda County Health Annual Compliance Training (New Hires. Issued 7/2024) Confirmation

Alameda County Health Annual Compl (New Hires. Issued 7/2024)

Wed, Jul 10, 2024 12:00 AM - Sat, Mar 15, 2025 11:59 PM PDT

Thank you for registering for "Alameda County Health Annual Compliance Training (New Hires. Issued 7/2024)".

The compliance training is designed to:

- Outline general principles of an effective compliance program;
- Cover key policies, healthcare laws, and concepts;
- Articulate the responsibilities of staff, leaders, and organizations; and
- Promote a culture of openness, integrity, and accountability.

After you have completed the webinar, please return to this email, and click on the below SurveyMonkey link to take the post-test and complete the attestations.

<https://www.surveymonkey.com/r/2TX789H>

Please send your questions, comments and feedback to:
HCSA.Compliance@acgov.org

Click to join: