



MEMORANDUM

To: **All HCSA Contract-Based Organizations and Providers**

From: Ravi Mehta, Chief Compliance & Privacy Officer, Health Care Services Agency (HCSA)

CC: Colleen Chawla, HCSA Director
HCSA Executive Leaders

Date: May 23, 2023

RE: **Annual Compliance Training (Completion Deadline: **June 30, 2023**)**

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

The Alameda County Health Care Services Agency includes the following departments and major programs:

1. Public Health Department
2. Behavioral Health Department
3. Environmental Health Department
4. Office of Homeless Care and Coordination
5. Health Program of Alameda County (HealthPAC)
6. Center for Healthy Schools and Communities
7. Emergency Medical Services Agency

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 contract-based organizations (CBOs); and
- Promote a culture of openness, integrity, and accountability.

PLEASE REVIEW THE FOLLOWING INSTRUCTIONS CAREFULLY:

1. The annual compliance training is **REQUIRED** of all staff and management in your organization that provide direct or indirect services to HCSA and/or have any involvement in HCSA funded grants, contracts, claims submission, etc. The training will take approximately 45-60 minutes to complete and **must be completed by the June 30, 2023**, deadline.

2. The online training can be accessed by clicking on this [link](#) or copy and paste the below weblink into your internet browser
<https://register.gotowebinar.com/register/3742467532150312282> (please check your browser settings and disable any pop-up blockers to allow the course to launch). **Note: not all slides have audio, and the training slides are set to move at a standard pace; however, staff can pause a specific slide if helpful.**
3. Once you have successfully enrolled in the course, you will receive an email from “Amy Saucier customercare@gotowebinar.com” with instructions and link to Survey Monkey. After you have completed the course, please return to this email, and click on the Survey Monkey link, which will direct you to their website to complete the post-test (**please check your spam or junk folder**).
4. You must achieve a score of 80% or higher to pass and complete compliance and confidentiality statement attestations. **Once you have satisfied all the course requirements**, a certificate of completion will be emailed to you within 30 days.
5. For technical questions, please contact your organization’s IT Department.
6. For questions regarding the course or training content, please email HSCA Office of Compliance Services at HCSA.Compliance@acgov.org

Thank you for ensuring HCSA and its provider partners deliver the highest professional, clinical, and business conduct.