



Shasta County Health and Human Services Agency  
Managed Care, Compliance & Quality Management

Non-Retaliation/Non-Retribution Policy & Procedure

1.0 **Persons/Programs Affected** (Check all that apply)

<input checked="" type="checkbox"/> All Staff	<input type="checkbox"/> All Managers	<input type="checkbox"/> All Supervisors	

\*Each branch to have unique Persons/Programs Affected  
\*All employees include all employees—full-time, part-time and extra-help.

2.0 **Definitions**

**Compliance Officer** means the person designated by the Mental Health Director and is delegated authority for the implementation, administration, and oversight of the Compliance Program. The Compliance Officer has the authority for and may delegate responsibility for development and day-to-day operations of the Compliance Program.

3.0 **Policy**

The Shasta County Health and Human Services Agency (HHSA) through its Mental Health Managed Care Plan (MHP) is responsible for the proper use of its resources and the public and private support that furthers the realization of its mission. The MHP is committed to conducting its affairs in full compliance with the law and with its own policies and procedures. Such adherence strengthens and promotes ethical and fair practices. All Shasta County staff working for HHSA, through its MHP, or for one of its providers are obligated to perform these duties in compliance with all applicable laws and MHP policies and procedures.

The purpose of this Policy is to encourage and enable good-faith reports by HHSA employees of observed or suspected misconduct or noncompliance with law or MHP policies and procedures without fear of retaliation or retribution.

- A. Knowledge of, or suspicion of misconduct, violations of law, or other wrongdoing, must be immediately reported to HHSA management, the Compliance Officer or designee, or the confidential Compliance Disclosure Line (530-229-8050 or 1-866-229-8050).
- B. No employee is permitted to engage in retaliation, retribution, or any form of harassment against another employee for reporting compliance-related concerns.



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- C. Employees cannot exempt themselves from the consequences of wrongdoing by self-reporting, although self-reporting may be taken into account in determining the course of action.

**4.0 Procedure**

The Compliance Officer and designee, and all MHP management must maintain an open-door policy and assure staff that the system truly encourages the reporting of problems and that there will be no retaliation, retribution, or harassment for doing so.

Any employee who believes that he/she has been subject to conduct in violation of this policy should report this concern directly to the Compliance Officer or designee or Compliance Disclosure Line; contact information as follows:

Compliance Officer

Shasta County Health and Human Services Agency, Business and Support Services  
1810 Market St.  
Redding, CA 96001  
(530) 245-6750

24/7 Confidential Compliance Disclosure Line: 530-229-8050 or 1-866-229-8050

To email suspected compliance violations, send your concerns to:

[mhcompofcr@co.shasta.ca.us](mailto:mhcompofcr@co.shasta.ca.us)

The Compliance Officer or designee will begin investigations on all reported concerns within 5 days.

Insofar as legal and practical, confidentiality of employee concerns will be maintained. Only those personnel who have a need to know will be informed.

Any employee who violates this policy will be subject to disciplinary action, in accordance with Shasta County Personnel Rules and/or employee bargaining unit Memorandums of Understanding, up to and including termination.



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**5.0 Attachments**

N/A

**6.0 Revision History**

Date	No.	Action:
05/27/2014	2014-16	Revision to new format & renumbered
04/10/2017	2014-16.2	Update language

**7.0 Other Agency Involvement**

N/A

**8.0 Authorization/Signatures**

The above policy and procedure has been reviewed and is authorized for immediate implementation:

  
\_\_\_\_\_  
Donnell Ewert, M.P.H., Director  
Shasta County Health and Human Services Agency

5/16/17  
Date

  
\_\_\_\_\_  
Tracy Tedder, Compliance Officer  
Director, Business & Support Services  
Shasta County Health and Human Services Agency

5/16/17  
Date