

MENTAL HEALTH ASSOCIATION IN ULSTER COUNTY, INC. COMPLIANCE HOTLINE POLICY

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SUBJECT: Compliance Hotline Policy	
EFFECTIVE: 6/29/2011	REVIEWED___ OR REVISED__X__ date: 9/2025
APPLICABLE SITE: ___X___ CBC Building ___X___ Main Office ___X___ Locust St. ___X___ Scattered Site ___X___ TTAP	PROGRAM POPULATION: ___X___ Wellness ___X___ Residential ___X___ ACT ___X___ Health Homes
Note: The e-version of this document is the latest and the only acceptable one. If you have a paper version of it, you are responsible to ensure that it is identical to the e-version.	

SCOPE:

This policy applies to all associated with Mental Health Association in Ulster County, Inc.; employees, interns, volunteers, Board Members, subcontractors, independent contractors, and agents.

PURPOSE:

MHA is committed to the highest possible standards of ethical, moral and legal business conduct. In conjunction with this commitment and MHA's commitment to open communication, this policy aims to provide an avenue for employees to raise concerns and reassurance that they will be protected from reprisals or victimization for whistleblowing in good faith. However, if an employee feels that their anonymity is not required then they should follow our existing reporting procedures.

POLICY:

The whistleblowing policy is intended to cover serious concerns that could have a large impact on MHA, such as actions that:

- May lead to incorrect financial reporting;
- Are unlawful;
- Are not in line with company policy, including the Code of Conduct; or
- Otherwise amount to serious improper conduct.

Regular business matters that that do not require anonymity should be directed to the employee's supervisor and are not addressed by this policy.

SAFEGUARDS:

Harassment or Retaliation

Harassment or retaliation of individuals submitting hotline reports will not be tolerated.

Confidentiality

Every effort will be made to protect the reporter's identity by our hotline vendor. Please note that the information provided in a hotline report may be the basis of an internal and/or external investigation by MHA into the issue being reported. It is possible that as a result of the information provided in a report the reporter's identity may become known to us during the course of our investigation.

Anonymous Allegations

The policy allows employees to remain anonymous at their option. Concerns expressed anonymously will be investigated, but consideration will be given to:

- The seriousness of the issue raised;
- The credibility of the concern; and
- The likelihood of confirming the allegation from attributable sources.

Malicious Allegations

Malicious allegations may result in disciplinary action.

PROCEDURE:

Reporting

The whistleblowing procedure is intended to be used for serious and sensitive issues. Serious concerns relating to financial reporting, unethical or illegal conduct, should be reported in either of the following ways:

Website: <https://report.syntrio.com/mhainulster>

Toll-Free Telephone:

English speaking USA and Canada: 844-490-

0002 Spanish speaking USA and Canada:

800-216-1288

E-mail: standard-reports@mitratech.com (must include company name with report)

Fax: (215) 689-3885 (must include company name with report)

Reporters to the hotline will have the ability to remain anonymous if they choose. Please note that the information provided by you may be the basis of an internal and/or external investigation into the issue you are reporting, and your anonymity will be protected to the extent possible by law. However, your identity may become known during the course of the investigation because of the information you have provided. Reports are submitted by Mitratesh to MHA and may or may not be investigated at the sole discretion of MHA.

Employment-related concerns should continue to be reported through your normal channels such as your supervisor or the HR Director.

Timing

The earlier a concern is expressed, the easier it is for us to take action.

Evidence

Although you are not expected to prove the truth of an allegation, the employee submitting a report needs to demonstrate in their hotline report that there are sufficient grounds for concern.

HOW THE REPORT WILL BE HANDLED:

The action taken will depend on the nature of the concern. The MHA Board of Directors are notified of each report and follow-up reports on actions taken by the agency.

Initial Inquiries

Initial inquiries will be made to determine whether an investigation is appropriate, and the form that it should take. Some concerns may be resolved by agreed upon action without the need for an investigation.

Feedback to Reporter

Whether reported directly to MHA personnel or through the hotline, the individual submitting a report will be given the opportunity to receive follow-up on their concern:

- * Acknowledging that the concern was received;
- * Indicating how the matter will be dealt with;
- * Giving an estimate of the time that it will take for a final response; Telling them whether initial inquiries have been made; Telling them whether further investigations will follow, and if not, why not.

Further Information

The amount of contact between the individual submitting a report and the individual investigating the concern will depend on the nature of the issue, the clarity of information provided, and whether the employee remains accessible for follow-up. Further information may be sought from the reporter.

Outcome of an Investigation

At the discretion of MHA and subject to legal and other constraints the reporter may be entitled to receive information about the outcome of an investigation.

MHA reserves the right to modify or amend this policy at any time as it may deem necessary.

Effective 6/29/2011

Revised 2/6/17, 8/21/2020, 6/2024, 9/2025

Reviewed 9/2021, 4/2022, 3/2023, 7/2025