

**THE COMPLIANCE**

**May 2017 Issue 2**

**FORUM**

YOUR NEWSLETTER: The Compliance Department has launched this newsletter to offer tips on ways to maintain the high standards of conduct as outlined in the Peerstar Code of Conduct. We will update you on Compliance issues and other important topics. If you have suggestions for future topics please send your ideas to compliancenews@peerstarllc.com .



 “DEAR LORI,”

How come I can’t spend my free time with my peer? Looking forward to your response. Signed, Love my Peers.

Dear Love: As we describe in the Code of Conduct, spending your free time with your peer(s) would blur the lines of your professional relationship with your peer. Since the goal is to help peers gain independence and find natural supports, being your peer’s friend could slow down their progress toward their goals. My advice if you think your relationship is more of a friendship, contact your regional director to discuss your concerns. You may be able to redefine your role and appropriate boundaries or it may be time to have the peer reassigned.

Questions can be emailed to compliancenews@peerstarllc.com

Investigations

This month we are going to start a series of articles that explain the investigation process from beginning to end!

 The Report

A report to the Compliance Department can come from many different sources. A peer, family member, or staff from another service provider can call the Compliance Department to report a complaint. Even though someone makes a complaint doesn’t necessarily mean the complaint is valid.

What this means is: Someone is not happy with a situation, a particular employee or process. It is the role of the Compliance Department to get to the “bottom of things.” It is very important to find out exactly and truthfully what happened to cause a person to file a complaint. It is also important to know that the Compliance Department does not assign guilt; we simply look for the facts.

In the end, investigations can reap many benefits to the company. We can focus attention to issues that need corrected so that we can learn from our mistakes and assure similar issues do not occur in the future.

So what should we learn from the investigation process: That an investigation is a mandatory part of receiving a report of suspected Fraud, Waste, Or Abuse. We value your hard work, dedication, and the integrity of our program. And a thorough investigation is just one way that we can respect the hard work and integrity of our dedicated staff!

Next month we will focus on employee interviews.



Quote of the Month

**Create the kind of self that you will be happy to live with all your life. ~Golda Meir~**