
DSS-Policy Bulletin 2017-05

Date: July 27, 2017

DISTRIBUTION: ALL STAFF

WHAT IS COMPLIANCE?

Subtopic(s): Compliance with statutory, regulatory and internal agency rules

■ INTRODUCTION

The Compliance Office works to ensure that the New York City Department of Social Services (DSS), which includes the Department of Homeless Services (DHS) and the Human Resources Administration (HRA), complies with DSS, HRA, and DHS policies and procedures; applicable federal, state and local laws, rules and regulations; agency priorities and lawsuit settlement conditions.

The purpose of this bulletin is to give guidance:

- to DSS staff about complying with DSS, HRA, and DHS policies and procedures; applicable federal, state and local laws; rules and regulations; agency priorities and lawsuit settlement conditions.
- on what to do if a staff member suspects fraud or non-compliance by another agency employee.

■ AGENCY REQUIREMENTS

- **Suspected fraud by a client.** If you suspect fraud by a client you may:
 - Call the Compliance Office fraud hotline at **(718) 722-8001**; or
 - Use the intranet to make the report to the Bureau of Fraud Investigation (BFI).
- **Suspected Employee non-compliance or fraud/misconduct.** If you suspect or encounter employee behavior or actions that are non-compliant or indicative of fraud/misconduct you may:
 - Send an email to the Compliance Office at: Compliance@hra.nyc.gov or call the Compliance Office at **(718) 722-8001**. Please select the Agency Employee option #2 to reach Compliance staff;

- Contact the Special Investigations Division at: SpecialInvestigations@hra.nyc.gov or call **(929) 252-2401**; or
- Call the [New York City Department of Investigations](#) at **(212) 825-5900**.

For additional details on reporting observed noncompliance or misconduct, please visit the [Compliance Page](#).

- **Questions about whether my division/department/unit is in compliance with a policy/procedure/regulation.**
 - If you have any compliance related questions, please feel free to email the Compliance Office at Compliance@hra.nyc.gov or call the Compliance Office at (718) 722-8001 and select Option #2 (Agency employee).

Effective Immediately.

RELATED ITEM:

[PD #17-16-OPE](#) Fraud Referrals to BFI