

Center For Family Services is committed to changing the odds for children and families across southern New Jersey.

We offer more than 60 programs focused on supporting and empowering individuals, families, and communities to achieve a better life through vision, hope, and strength.

The reporting process contained herein is intended to include serious concerns that could have an impact on CFS, actions that:

- Involve improper use of agency resources, including monies, equipment, property, and/or financial matters
- Are unlawful
- Are not in compliance with agency policies, including the Professional Code of Ethics
- Otherwise amount to serious, improper conduct
- May lead to incorrect or inaccurate financial reporting

-
- Harassment or any other form of retaliation of an individual for reporting a concern will not be tolerated
 - Every effort will be made to protect the reporting person's identity
 - Employees are encouraged to identify themselves when activating the procedures herein

** While every effort will be made to maintain confidentiality, confidentiality may not be able to be protected on concerns involving legal issues or other serious offenses.*



REPORTING ETHICAL CONCERNS



PRIMARY REPORTING POLICY

Center For Family Services is committed to the highest possible standards of ethical, moral, and legal business and professional conduct. Our desire is to encourage open, honest, and forthright communication and to encourage and build a community of trust and mutual respect. The procedures herein will provide options for employees to raise concerns when they feel the sense of trust has been compromised or their sense of community has been violated. Reporting will be confidential and anonymous, if so chosen, to the extent practical.

Assurances are provided that Center For Family Services will not take any disciplinary action or any other form of reprisal against any employee for reporting in “good faith”, a question, concern, issue, problem, or violation of laws, regulations, Codes of Professional Conduct, or other Center For Family Services policies.

However, deliberately making a false statement is a serious violation of Center For Family Services policy and the intent of these procedures and may lead to disciplinary action, up to and including termination of employment.

You should never hesitate to ask a question or raise a good-faith concern.

Compliance is everyone’s business.

Knowledge or reasonable suspicion of a violation of policy, procedure, law, or code of conduct should be immediately reported to your Supervisor, Program Director, or Associate Vice-President. The structures already in place and designed as the primary forums for addressing concerns or complaints are:

- The Agency Dispute Resolution Procedure as found in the Personnel Policies and Procedures
- The Client Rights Statement and grievance reporting procedure
- The Agency Anti-Harassment Statement and reporting procedures as found in the Personnel Policies and Procedures
- The Affirmative Action and Equal Employment Opportunity procedures as found in the Personnel Policies and Procedures

Note that in circumstance of safety or potential harm to others, all mandated reporting expectations and requirements such as calling 911 or the DCP&P Hotline (1.877.NJABUSE), remain in effect as your *first response*.

Do not activate a complaint or report of concern using the herewith identifies system if the circumstance involves child abuse, neglect, potential harm, or threat of harm to others.

SUPPLEMENTAL REPORTING PROCEDURE

The Primary Reporting Policy was established to help ensure and protect a workplace environment that is faithful to Center For Family Services values and conducive to the work behind the mission. If, however, you are uncomfortable or unable to discuss issues within the primary channels or should you be unsatisfied with the response taken following a report within the primary channels, you are encouraged to employ the herein outlined procedures.

Concerns may be submitted via letter or through the Center For Family Services website. While anonymous concerns may be submitted, you are encouraged to identify yourself as this will facilitate the appropriate investigation and follow-up.

Letters should be addressed to:
Center For Family Services, Inc.
584 Benson Street, Camden, NJ 08103

Envelopes should be clearly noted-
CONFIDENTIAL: ETHICS

Letters may be sent via US Mail, FedEx, UPS, Intra-agency mail, or hand delivered. All appropriately noted envelopes will be deposited in a locked drop-box located on the second floor at 584 Benson Street.

Concerns may be forwarded via a submission page in the employee section of the Center For Family Services website. The website will provide a confidential, password-protected means to submit a concern.

Concerns will only be retrieved by a designated monitor and will be handled in a confidential* manner. An acknowledgement of receipt will be made to the sender, if identified within five standard business days.