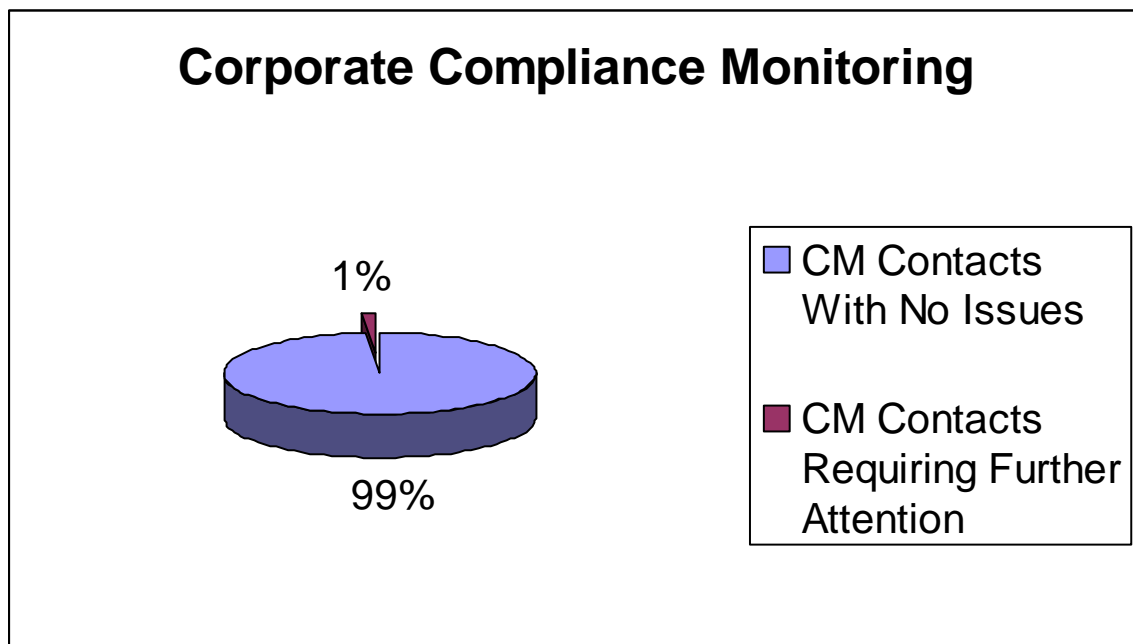


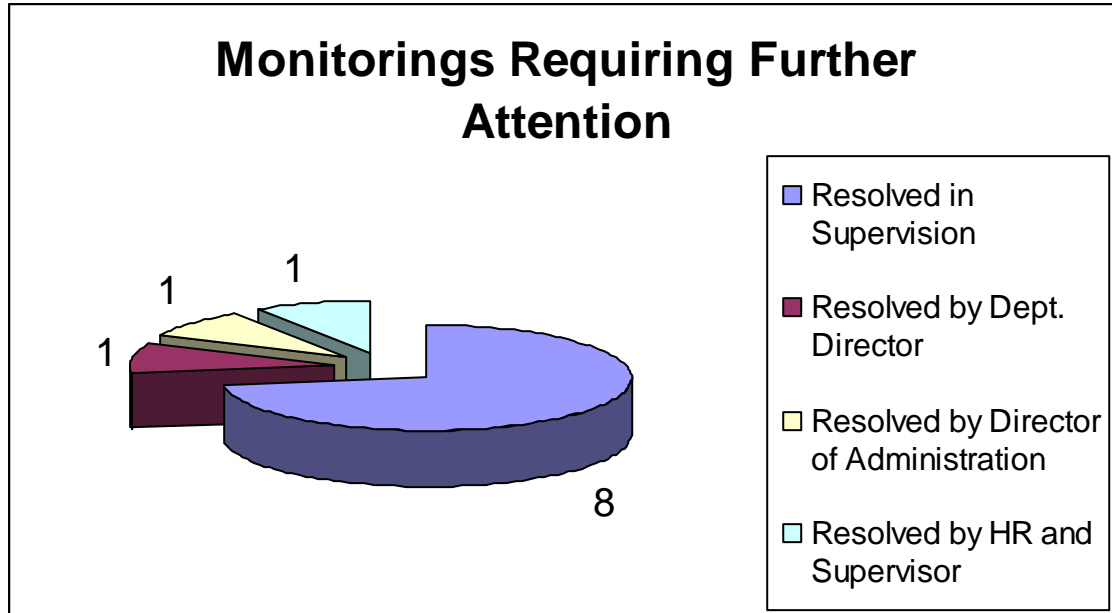
SAM, Inc. is dedicated to the delivery of case management services in an environment characterized by strict conformance with the highest standards of accountability. Corporate Compliance Monitoring is performed by Case Management Supervisors and Directors to monitor Case Management activity to ensure accurate case noting, billing, and accountability of Case Managers throughout the workday.

During the calendar year of 2009, 741 contacts were monitored by Case Management Supervisors and Directors for Corporate Compliance and there were NO CONFIRMED CASES OF FRAUD. However, 11 of those monitorings raised questions which required the further attention of management staff in order to determine the intent of the activity.



The chart below represents the contacts that were monitored requiring additional attention, and further how the activities were resolved.

Monitorings Requiring Further Attention



The eight issues resolved in supervision involved situations to include case managers not writing case notes for the consumer billable contacts, the case managers not billing enough time for the contacts, a consumer not being able to recall who their case manager was upon being requested to confirm the contact, and case manager's calendars not accurately reflecting their consumer contact activities.

The issue resolved by the Department Director and the issue resolved by the Director of Administration were both situations where the case manager inadvertently case noted activities that were never performed for the consumers in whose record the notes were entered. Neither situation resulted in billable activity and both situations resulted in corrective action plans including increased supervision.

The issue which was resolved by the supervisor and HR staff included a case manager whose calendar reflected no activity for the day. When the supervisor contacted the case manager by cell phone, the case manager stated the he was at a provider agency. The supervisor was unable to confirm the case manager's activity. The situation resulted in a corrective action plan and a verbal warning given by HR.