



Title: Standard Operating Procedure: Vendor/Contractor Onboarding Process	Created by: Jennifer Cathy, President and CEO; Miriah DeJesus, Administrative Executive Assistant
Date Created: January 23, 2025	Reviewed by:

Purpose:

To outline the steps and responsibilities for onboarding vendors and contractors to ensure compliance with Delphi Rise's standards, policies, and regulatory requirements.

1. Initial Review by CEO

Action:

- When a new vendor or contractor is identified, the staff member responsible for facilitating the vendor/contractor relationship must refer the individual or company to the CEO for review and approval.

Purpose:

- To ensure alignment with the organization's needs and standards.

2. Consultation with Executive Administrative Assistant

Action:

- The staff member facilitating the vendor/contractor relationship must complete the designated form (located here: reporting the following key information:
 - Vendor/Contractor Name
 - Role/Service Provided
 - Address
 - Email Address
 - Phone Number
 - Date of Birth (for Independent Contractors due to Medicaid Exclusion Screening requirements)
 - Indicate if they will:
 - Be client-facing
 - Have regular contact with clients
 - Require access to Protected Health Information (PHI)
 - Have access to our computer network in any capacity
- The staff member facilitating the vendor/contractor relationship must also provide the following:
 - Service Agreement or Proposal (provided by the vendor/contractor)

3. Communication with President/CEO

Action:

- The Executive Administrative Assistant will provide the President/CEO with the New Contractor/Vendor Form to request the necessary information from the vendor/contractor.
- The President/CEO will prepare and fill out the following templates, as needed:
 - Business Associate Agreement (BAA)
 - Delphi Rise Contractor Agreement

4. Document Processing and Communication

Action:

- The Executive Administrative Assistant will notify the vendor/contractor via email to expect the



following documents for signature through DocuSign:

- Medicaid Exclusion List Screening Policy and Consent Form
- Delphi Rise Contractor Agreement
- BAA (if they will exchange PHI regularly- To be determined by CEO)
- Professional Liability Insurance
- Corporate Compliance Plan and Attestation
- Information Security and Accountability Program and Attestation (if they require access to PHI/ computer network)
- Disclosure of Conflict-of-Interest form (To be determined by CEO)
- Non-Disclosure Agreement (NDA)
- Justice Center Code of Conduct (if they are client-facing and have regular access to clients)
- Sexual Harassment Training and Attestation (if deemed necessary by the CEO)
- Separately, the Bookkeeper will request the vendor/contractor's W-9 from if required for their setup.

5. Medicaid Exclusion List Verification

Action:

- The Executive Administrative Assistant will forward the completed Medicaid Exclusion List Consent Form to the HR Administrator.
- The HR Administrator will perform a Medicaid Exclusion List check to verify the vendor/contractor's eligibility under applicable regulations.

6. Vendor Establishment Check

Action:

- The Executive Administrative Assistant will contact the Bookkeeper to verify whether the vendor/contractor is already registered in Delphi Rise's system.
- If the vendor/contractor is not in the system, the Bookkeeper will request a completed W-9 form to establish the vendor/contractor in the system.

7.

8. Training

Action: Contractors – excluding vendors such as trash disposal, snack machine services, HVAC providers, etc. – will receive annual training through an updated PowerPoint presentation. A brief survey will follow the training to assess their knowledge.

Outcome: Contractors will review and attest to their receipt and understanding of the Corporate Compliance Plan prior to onboarding and on an annual basis.

9. Completion and Record Keeping

Action:

- After all documentation is completed and signed:
 - The Executive Administrative Assistant will store all records, including the service agreement and W-9 (if applicable), in the appropriate systems.

Outcome:

- The vendor/contractor will be officially onboarded and ready to commence work with Delphi Rise.



10. Annual Updates

Responsibility:

- The Executive Administrative Assistant is responsible for tracking and gathering documents that require annual updates from vendors/contractors.

Required Annual Updates:

- Business Associate Agreement (BAA)
- Corporate Compliance Plan and Attestation
- Information Security and Accountability Program and Attestation
- Sexual Harassment Training, Quiz, and Attestation
- Disclosure of Conflict-of-Interest Form
- Proof of Professional Liability Insurance

Documentation and Review

Availability:

- This Standard Operating Procedure (SOP) will be documented and made accessible to all relevant employees.

Review Schedule:

- The SOP will be reviewed annually to ensure effectiveness and alignment with organizational needs and compliance standards.