



May 9, 2025

THIS LETTER SENT VIA EMAIL TO: [BHCSDirector@acgov.org](mailto:BHCSDirector@acgov.org)

Karyn L. Tribble, PsyD, LCSW, Behavioral Health Director  
Alameda County Behavioral Health Department  
2000 Embarcadero, Suite 400  
Oakland, CA 94606

SUBJECT: ANNUAL DRUG MEDI-CAL-ORGANIZED DELIVERY SYSTEM  
COMPLIANCE FINDINGS REPORT

Dear Director Tribble:

The Department of Health Care Services (DHCS) is responsible for determining compliance to the requirements of the Drug Medi-Cal Organized Delivery System (DMC-ODS) Intergovernmental Agreement operated by Alameda County.

The Substance Use Disorder Review Section (SUDRS) within DHCS' Audits and Investigations' Contract and Enrollment Review Division (CERD) conducted a review of the County's compliance with Federal and State laws, Medi-Cal regulations, program requirements and the State's DMC-ODS contract. The review included an inspection of the County's policies for providing services, procedures to implement these policies, and the process to determine whether these policies were effective. Documents were reviewed and interviews were conducted with County staff. Enclosed are the results of Alameda County's Fiscal Year (FY) 2024-25 DMC-ODS compliance review.

This letter serves as notification that Alameda County has sufficiently demonstrated compliance with the reviewed Federal and State laws, Medi-Cal regulations, program requirements and contractual obligations. During the compliance review, no deficiencies or findings were identified, and no further action is required at this time.

If you have any questions, please contact me at [john.wiesner@dhcs.ca.gov](mailto:john.wiesner@dhcs.ca.gov).

Sincerely,

Original Signed by

John Wiesner | Health Program Specialist

Distribution:

To: Director Tribble,

CC: Mateo Hernandez, PhD, Assistant Deputy Director  
Audits and Investigations

Brian Vu, Assistant Division Chief  
Contract and Enrollment Review Division - Audits and Investigations

Catherine Hicks, Chief  
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Contract and Enrollment Review Division - Audits and Investigations

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Contract and Enrollment Review Division - Audits and Investigations

Sergio Lopez, Chief  
County/Provider Compliance and Monitoring Section  
Behavioral Health – Oversight and Monitoring Division

Tony Nguyen, Chief  
County Liaison and Operations Section  
Behavioral Health – Oversight and Monitoring Division

BHOMDMonitoring@dhcs.ca.gov, Behavioral Health County Support and  
Operations Branch

Michelle Manor, Supervising Program Specialist, Quality Improvement and Data  
Analytics, Alameda County Behavioral Health Department

## COUNTY REVIEW INFORMATION

**County:**

Alameda

**County Contact Name/Title:**

Michelle Manor, Supervising Program Specialist, Quality Improvement and Data Analytics

**County Address:**

2000 Embarcadero Cove  
Oakland, CA 94606

**County Phone Number/Email:**

(510) 383-1785

**Date of DMC-ODS Implementation:**

7/1/2018

**Date of Review:**

4/17/2025

**Lead SUDRS Reviewer:**

John Wiesner

**Assisting SUDRS Reviewer:**

N/A

**Report Prepared by:**

John Wiesner

**Report Approved by:**

Michael Bivians

## REVIEW SCOPE

- I. Regulations:
  - a. Special Terms and Conditions (STCs) for California Advancing & Innovating Medi-Cal (CalAIM) 1915(b) Waiver
  - b. Code of Federal Regulations, Title 42, Chapter IV, Subchapter C, Part 438; section 438.1 through 438.930: Managed Care
  - c. California Code of Regulations, Title 9, Division 4: Department of Drug and Alcohol Programs
  - d. California Health and Safety Code, Chapter 3 of Part 1, Division 10.5: Alcohol and Drug Programs
  - e. California Welfare and Institutions Code, Division 9, Part 3, Chapter 7, sections 14000 et seq., in particular but not limited to sections 14100.2, 14021, 14021.5, 14021.6, 14021.51-14021.53, 14124.20-14124.25, 14043, et seq., 14184.100 et seq. and 14045.10 et seq.: Basic Health Care
- II. Program Requirements:
  - a. Fiscal Year (FY) 2023-24 DMC-ODS Intergovernmental Agreement (IA)
  - b. State of California *Adolescent Best Practices Guidelines October 2020*
  - c. DHCS' *Perinatal Practice Guidelines FY 2018-19*
  - d. National Culturally and Linguistically Appropriate Services (CLAS)
  - e. Mental Health and Substance Use Disorders Services (MHSUDS) Information Notices
  - f. Behavioral Health Information Notices (BHIN)

## **ENTRANCE AND EXIT CONFERENCE SUMMARIES**

### **Entrance Conference:**

An Entrance Conference was conducted via Teams on 4/17/2025. The following individuals were present:

- Representing DHCS:  
Amy Osuna, Chief, County Liaison and Operations Support Section (CLOSS) Unit 2  
Angela Rankin, County Liaison, CCMS, Behavioral Health Services Act (BHSA) Unit 2  
John Wiesner, Health Program Specialist (HPS) I, SUDRS Unit 2  
Everardo Vega, HPSI, CLOSS Unit 2
- Representing Alameda County:  
Adrienne Carlisle, Compliance and Privacy Officer  
Anna Ramos, Management Analyst  
Arlene Pabustan, Patient Services Supervisor  
Brion Phipps, Interim Quality Assurance (QA) Associate Administrator  
Cecilia Serrano, Finance Director  
Charles Raynor, Pharmacy Director  
Charles Edwards, Acute Crisis Care and Evaluation for Systemwide Services (ACCESS) Division Director  
Cheryl Narvaez, Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) Coordinator  
Danielle Benjamin, Information Systems (IS) Analyst  
Danielle Moore, Senior Contract Manager  
Deanna Kolda, Clinical Review Specialist Supervisor  
Emily Galimba, Division Director  
Emily Claassen, Program Contract Manager  
Fonda Houston, Substance Use Operational Specialist  
Jade Phan, Information Systems Manager  
Jenny Bruton, Program Specialist  
Jill Louie, Budget Director  
Joanna Saeteurn, Health Equity Policy and Systems Program Specialist  
Julia McGriff, Clinical Review Specialist Supervisor  
Karen Capece, Quality Management Program Director  
Kelly Robinson, Coordinator Primary Prevention SUD Programs  
Kinzi Richholt, Chief Nursing Officer  
Lani Pallotta, Substance Use Disorder (SUD) Contracts Supervisor  
Lauren Rankin, Senior Program Manager  
Mandy Chau, Audit & Cost Reporting Director  
Melissa Yamamoto, Program Specialist, SUD Operations  
Melissa Wong, Senior Financial Services Specialist

Michelle Manor, Supervising Program Specialist  
Mona Shah, Health Equity Policy and Systems Manager  
Penny Bernhisel, Utilization Management (UM) Division Director  
Rashad Eady, Program Specialist, Quality Improvement and Data Analytics (QIDA)  
Sarina Hill, Program Specialist  
Shannon Singleton-Banks, Interim Assistant Director  
Stephanie Lewis, Crisis Services System of Care Director  
Tom Macmillan, IS Deputy Director  
Torfeh Rejali, Quality Assurance Division Director  
Vanessa Baker, Deputy Director  
Wendi Vargas, Contracts Director

During the Entrance Conference, the following topics were discussed:

- Introductions
- DHCS overview of review process
- County overview of services provided

## **Exit Conference:**

An Exit Conference was conducted via Teams on 4/17/2025. The following individuals were present:

- Representing DHCS:  
Amy Osuna, Chief, CLOSS Unit 2  
Angela Rankin, County Liaison, CCMS BHSA Unit 2  
John Wiesner, HPSI, SUDRS Unit 2  
Everardo Vega, HPSI, CLOSS Unit 2
- Representing Alameda County:  
Adrienne Carlisle, Compliance and Privacy Officer  
Anna Ramos, Management Analyst  
Arlene Pabustan, Patient Services Supervisor  
Brion Phipps, Interim QA Associate Administrator  
Cecilia Serrano, Finance Director  
Charles Raynor, Pharmacy Director  
Charles Edwards, ACCESS Division Director  
Cheryl Narvaez, EPSDT Coordinator  
Danielle Benjamin, IS Analyst  
Danielle Moore, Senior Contract Manager  
Deanna Kolda, Clinical Review Specialist Supervisor  
Emily Galimba, Division Director  
Emily Claassen, Program Contract Manager  
Fonda Houston, Substance Use Operational Specialist  
Jade Phan, Information Systems Manager  
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Kelly Robinson, Coordinator Primary Prevention SUD Programs  
Kinzi Richholt, Chief Nursing Officer  
Lani Pallotta, SUD Contracts Supervisor  
Lauren Rankin, Senior Program Manager  
Mandy Chau, Audit & Cost Reporting Director  
Melissa Yamamoto, Program Specialist, SUD Operations  
Melissa Wong, Senior Financial Services Specialist  
Michelle Manor, Supervising Program Specialist  
Mona Shah, Health Equity Policy and Systems Manager  
Penny Bernhisel, UM Division Director  
Rashad Eady, Program Specialist QIDA  
Sarina Hill, Program Specialist  
Shannon Singleton-Banks, Interim Assistant Director

Stephanie Lewis, Crisis Services System of Care Director  
Tom Macmillan, IS Deputy Director  
Torfeh Rejali, Quality Assurance Division Director  
Vanessa Baker, Deputy Director  
Wendi Vargas, Contracts Director

During the Exit Conference, the following topics were discussed:

- Submitting follow-up evidence
- Due date for evidence submission



## **SUMMARY OF FY 2024-25 COMPLIANCE FINDINGS**

<b><u>Category</u></b>	<b><u>Number of Findings</u></b>
1.0 Availability of DMC-ODS Services	0
2.0 Care Coordination	0
3.0 Quality Assurance and Performance Improvement	0
4.0 Access and Information Requirements	0
5.0 Coverage and Authorization of Services	0
6.0 Beneficiary Rights and Protections	0
7.0 Program Integrity	0

## **TECHNICAL ASSISTANCE**

Alameda County did not request training or technical assistance during this review.