



July 24, 2024

THIS LETTER SENT VIA EMAIL TO: Georgina.Yoshioka@dbh.sbcounty.gov

Georgina Yoshioka Mora, DSW, LCSW, MBA, Director  
San Bernardino County Department of Behavioral Health  
303 E Vanderbilt Way  
San Bernardino, CA 92415

SUBJECT: ANNUAL COUNTY COMPLIANCE SECTION DMC-ODS FINDINGS REPORT

Dear Director Yoshioka Mora:

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

The County Compliance Section (CCS) within DHCS' Audits and Investigations (A&I) conducted a review of San Bernardino County's compliance with Federal and State regulations, program requirements and contractual obligations based on supporting documentation and interviews with County staff.

This letter serves as notification that San Bernardino County has sufficiently demonstrated compliance with all Federal and State regulations, program requirements and contractual obligations during FY 2022-23. During the compliance review, no deficiencies were identified, and no further action is required at this time.

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

Sincerely,

A handwritten signature in black ink that reads 'Jonette La Rue' in a cursive script.

Jonette La Rue | Health Program Specialist I

Distribution:

To: Georgina Yoshioka Mora, DSW, LCSW, MBA, Director

CC: Mateo Hernandez, Chief  
Contract and Enrollment Review Division - Audits and Investigations

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

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[MCBHOMDMonitoring@dhcs.ca.gov](mailto:MCBHOMDMonitoring@dhcs.ca.gov), County/Provider Operations and  
Monitoring Branch

Christopher Bailey, Staff Analyst II, San Bernardino County Department of  
Behavioral Health

## COUNTY REVIEW INFORMATION

**County:**

San Bernardino

**County Contact Name/Title:**

Christopher Bailey, Staff Analyst II

**County Address:**

303 E Vanderbilt Way  
San Bernardino, CA 92415

**County Phone Number/Email:**

(909) 252-5142

[Christopher.Bailey@dbh.sbcounty.gov](mailto:Christopher.Bailey@dbh.sbcounty.gov)

**Date of DMC-ODS Implementation:**

3/1/2018

**Date of Review:**

5/29/2024

**Lead CCS Analyst:**

Jonette La Rue

**Assisting CCS Analyst:**

N/A

**Report Prepared by:**

Jonette La Rue

**Report Approved by:**

Ayesha Smith

## 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) 2022-23 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 5/29/2024. The following individuals were present:

- Representing DHCS:  
Jonette La Rue, County Compliance Monitoring 2 (CCM2), Health Program Specialist I (HPSI)  
Susan Volmer, CCM2, Associate Governmental Program Analyst (AGPA)
- Representing San Bernardino County:  
Christopher Bailey, Staff Analyst II  
Matty Grounds, Program Manager II  
Maribel Gutierrez, MPA, Senior Program Manager  
Kinshasa Hamilton, MPA, Compliance Manager  
Sarah Hayes, Chief Quality Management Officer Quality Management  
Metra Jaberi, LCSW, Program Manager II County Clinics, SARC  
Michelle Liu, Administrative Manager Audits, Claims & Financial Reporting  
Robert LoPatriello, Supervising Social Worker  
Anabelle Miranda-Muniz, Mental Health Clinic Supervisor  
Erica Ochoa, MBA, CHC Chief Compliance Office  
Marlen Partida, MBA, Administrative Manager  
Tan Suphavarodom, Deputy Director Administrative Services  
Kimberlee Van, Administrative Manager Quality Management  
Michael Sweitzer, LCSW, CATC-IV, Senior Program Manager  
Rafael Villa, Program Manager I  
Julie Hale, LMFT Deputy Director 24 Hour & Emergency Services  
Amber Carpenter, LCSW, CATC-IV Deputy Director Substance Use Disorder & Recovery Services

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 5/29/2024. The following individuals were present:

- Representing DHCS:  
Jonette La Rue, CCM2, HPSI  
Susan Volmer, CCM2, AGPA
  
- Representing San Bernardino County:  
Christopher Bailey, Staff Analyst II  
Matty Grounds, Program Manager II  
Maribel Gutierrez, MPA, Senior Program Manager  
Kinshasa Hamilton, MPA, Compliance Manager  
Sarah Hayes, Chief Quality Management Officer Quality Management  
Metra Jaber, LCSW, Program Manager II County Clinics, SARC  
Michelle Liu, Administrative Manager Audits, Claims & Financial Reporting  
Robert LoPatriello, Supervising Social Worker  
Anabelle Miranda-Muniz, Mental Health Clinic Supervisor  
Erica Ochoa, MBA, CHC Chief Compliance Office  
Marlen Partida, MBA, Administrative Manager  
Tan Suphavarodom, Deputy Director Administrative Services  
Kimberlee Van, Administrative Manager Quality Management  
Michael Sweitzer, LCSW, CATC-IV, Senior Program Manager  
Rafael Villa, Program Manager I  
Julie Hale, LMFT Deputy Director 24 Hour & Emergency Services  
Amber Carpenter, LCSW, CATC-IV Deputy Director Substance Use Disorder & Recovery Services

During the Exit Conference, the following topics were discussed:

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

## **SUMMARY OF FY 2023-24 COMPLIANCE DEFICIENCIES (CD)**

<b><u>Category</u></b>	<b><u>Number of CDs</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**

San Bernardino County did not request technical assistance during this review.