



June 28, 2024

THIS LETTER SENT VIA EMAIL TO: jhallett@countyofglenn.net

Joe Hallett, Director
Glenn County Health and Human Services Agency
242 N. Villa Avenue
Willows, CA 95988

SUBJECT: ANNUAL COUNTY COMPLIANCE SECTION DMC FINDINGS REPORT

Dear Director Hallett:

The Department of Health Care Services (DHCS) is responsible for monitoring compliance to requirements of the Drug Medi-Cal (DMC) Intergovernmental Agreement operated by Glenn County.

The County Compliance Section (CCS) within DHCS' Audits and Investigations (A&I) conducted a review of the County's compliance with Federal and State regulations, program requirements and contractual obligations based on supporting documentation and interviews with County staff. Enclosed are the results of Glenn County's Fiscal Year (FY) 2023-24 DMC compliance review. The report identifies deficiencies, advisory recommendations, and referrals for technical assistance.

This letter serves as notification that Glenn County has sufficiently demonstrated compliance with Federal and State regulations, program requirements and contractual obligations during FY 2023-24. 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 susan.volmer@dhcs.ca.gov.

Sincerely,

Susan Volmer | County Compliance Monitoring II Analyst

Distribution:

To: Director Hallett

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
Ayesha Smith, Chief County Compliance Section
Contract and Enrollment Review Division - Audits and Investigations
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Sergio Lopez, Chief County/Provider Operations and Monitoring Section 1
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Medi-Cal Behavioral Health – Oversight and Monitoring Division
MCBHOMDMonitoring@dhcs.ca.gov, County/Provider Operations and Monitoring Branch
Nancy Alvarez, Glenn County Compliance and Quality Improvement Coordinator

COUNTY REVIEW INFORMATION

County:

Glenn

County Contact Name/Title:

Nancy Alvarez, Compliance and Quality Improvement Coordinator

County Address:

242 N. Villa Avenue
Willows, CA 95988

County Phone Number/Email:

530-865-6459
nalvarez@countyofglenn.net

Date of Review:

6/6/24

Lead CCM Analyst:

Susan Volmer

Assisting CCM Analyst:

N/A

Report Prepared by:

Susan Volmer

Report Approved by:

Ayesha Smith

REVIEW SCOPE

- I. Regulations:
 - a. California Code of Regulations, Title 22, section 51341.1, 51490.1 and 51516.1 – Drug Medi-Cal Substance Use Disorder Services
 - b. California Code of Regulations, Title 9, Division 4: Department of Alcohol and Drug Programs
 - c. Health and Safety Code, Division 10.5, Section 11750 – 11970: Alcohol and Drug Programs
 - d. Welfare and Institutions Code, Division 9, Part 3, Chapter 7, Sections 14000, et seq.; 14100.2, 14021, 14021.51-14021.53, 14021.6, and 14124.20-14124.25, 14184.402, 14059.5: Basic Health Care – Drug Medi-Cal Treatment Program

- II. Program Requirements:
 - a. Fiscal Year (FY) 2022-23 DMC Intergovernmental Agreement (IA)
 - b. State of California *Adolescent Best Practices Guidelines October 2020*
 - c. DHCS' *Perinatal Practice Guidelines FY 2018-19*
 - d. DHCS' *Minimum Quality Drug Treatment Standards (Document 2F(a))*
 - e. National Culturally and Linguistically Appropriate Services (CLAS)
 - f. Mental Health and Substance Use Disorders Services (MHSUDS) Information Notices
 - g. Behavioral Health Information Notices (BHIN)

ENTRANCE AND EXIT CONFERENCE SUMMARIES

Entrance Conference:

An Entrance Conference was conducted via Teams on 6/6/2024. The following individuals were present:

- Representing DHCS:
Susan Volmer, County Compliance Monitoring II (CCM II) Analyst

- Representing Glenn County:
Alysia Miller, Compliance & Quality Improvement Program Manager
Joe Hallett, Behavioral Health Director
Nayeli Perez, Fiscal Analyst
Eloise Jones, MA, Program Manager II
Makayla (Mickie) Confer, LCSW. Sr Behavioral Health Clinician III
Nancy Alvarez, Compliance & Quality Improvement Coordinator
Jodi Gordon, Administrative Services Analyst II

During the Entrance Conference, the following topics were discussed:

- Introductions
- DHCS overview of review process

Exit Conference:

An Exit Conference was conducted via WebEx on 6/6/2024. The following individuals were present:

- Representing DHCS:
Susan Volmer, CCM II Analyst

- Representing Glenn County:
Alysia Miller, Compliance & Quality Improvement Program Manager
Joe Hallett, Behavioral Health Director
Nayeli Perez, Fiscal Analyst
Eloise Jones, MA, Program Manager II
Makayla (Mickie) Confer, LCSW. Sr Behavioral Health Clinician III
Nancy Alvarez, Compliance & Quality Improvement Coordinator
Jodi Gordon, Administrative Services Analyst II

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)

<u>Category</u>	<u>Number of CDs</u>
1.0 Availability of DMC 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

Glenn County did not request Technical Assistance during this review.