



July 19, 2024

THIS LETTER SENT VIA EMAIL TO: anavarro@co.santa-barbara.ca.us

Toni Navarro, LMFT, Behavioral Health Director
Santa Barbara County Department of Behavioral Wellness
300 North San Antonio Road, Building 3
Santa Barbara, CA 93110-1316

SUBJECT: ANNUAL COUNTY COMPLIANCE SECTION DMC-ODS FINDINGS REPORT

Dear Director Navarro:

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

The County Compliance Section (CCS) within Audits and Investigations (A&I) of DHCS 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 Santa Barbara County's Fiscal Year (FY) 2023-24 DMC-ODS compliance review. The report identifies deficiencies, advisory recommendations, and referrals for technical assistance.

This letter serves as notification that Santa Barbara 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 Navarro,

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

Michael Bivians, Chief
County Compliance Monitoring 2
Contract and Enrollment Review Division - Audits and Investigations

Sergio Lopez, Chief
County/Provider Operations and Monitoring Section 1
Medi-Cal Behavioral Health – Oversight and Monitoring Division

Tony Nguyen, Chief
County/Provider Operations and Monitoring Section 2
Medi-Cal Behavioral Health – Oversight and Monitoring Division

MCBHOMDMonitoring@dhcs.ca.gov, County/Provider Operations and
Monitoring Branch

Joshua Woody, Santa Barbara County Quality Care Management

COUNTY REVIEW INFORMATION

County:

Santa Barbara

County Contact Name/Title:

Joshua Woody, Quality Care Management

County Address:

300 North San Antonio Road, Building 3
Santa Barbara, CA 93110-1316

County Phone Number/Email:

(805) 451-2362
jwoody@sbcbswell.org

Date of DMC-ODS Implementation:

12/1/2018

Date of Review:

6/18/2024

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-ODS 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 6/18/2024. The following individuals were present:

- Representing DHCS:
Susan Volmer, County Compliance Monitoring II (CCM II) Analyst
Leilani Kwon, Provider Compliance Monitoring Support Section Manager
Melanie Ziegler, Operations and Monitoring Analyst
- Representing Santa Barbara County:
Amy Lopez, ADP Project Manager
Shelby Swanson, ADP Project Manager
Whitney Perry, Senior Systems and Programming Analyst
Rebecca Buhl, ADP Quality Care Management Coordinator
Katarina Zamora, ADP Prevention Program Manager
Rebecca Popke, ADP QCM Coordinator
Leslie Smith, Quality Care Management Coordinator
Lindsey Perry, Quality Care Management Coordinator
Waseem Kadada, Interim IT Manager
Joshua Woody, Quality Care Management Manager
Jamie Huthsing, Assistant Director of Compliance and Quality Care Management
Melissa Wilkins, Branch Chief of Alcohol and Drug Programs
Quiana Lopez, Policy Manager
Melanie Johnson, Contracts Manager
Melissa Manzo, Fiscal Team Lead

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 6/18/2024. The following individuals were present:

- Representing DHCS:
Susan Volmer, CCM II Analyst
Leilani Kwon, Provider Compliance Monitoring Support Section Manager
Melanie Ziegler, Operations and Monitoring Analyst

- Representing Santa Barbara County:
Amy Lopez, ADP Project Manager
Shelby Swanson, ADP Project Manager
Whitney Perry, Senior Systems and Programming Analyst
Rebecca Buhl, ADP Quality Care Management Coordinator
Katarina Zamora, ADP Prevention Program Manager
Rebecca Popke, ADP QCM Coordinator
Leslie Smith, Quality Care Management Coordinator
Lindsey Perry, Quality Care Management Coordinator
Waseem Kadada, Interim IT Manager
Joshua Woody, Quality Care Management Manager
Jamie Huthsing, Assistant Director of Compliance and Quality Care Management
Melissa Wilkins, Branch Chief of Alcohol and Drug Programs
Quiana Lopez, Policy Manager
Melanie Johnson, Contracts Manager
Melissa Manzo, Fiscal Team Lead

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-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

Santa Barbara County did not request technical assistance during this review.