



August 5, 2025

THIS LETTER SENT VIA EMAIL TO: anavarro@sbcbswell.org

Antonette “Toni” Navarro, LMFT, Behavioral Health Director
Santa Barbara County Department of Behavioral Wellness
315 Camino Del Remedio, Building 3
Santa Barbara, CA 93110

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

Dear Director Navarro:

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 Santa Barbara 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 Santa Barbara County’s Fiscal Year (FY) 2024-25 DMC-ODS compliance review. The report identifies compliance review findings and referrals for technical assistance.

Santa Barbara County is required to submit a Corrective Action Plan (CAP) addressing each review finding noted to DHCS’s Behavioral Health – Oversight and Monitoring Division (BH-OMD), County Compliance and Monitoring Section (CCMS). For questions regarding the CAP process and submitting documentation, email your questions to BHOMDMonitoring@dhcs.ca.gov. If you have any questions regarding the review process, please contact me at emanuel.hernandez@dhcs.ca.gov.

Sincerely,

Emanuel Hernandez | Analyst

Distribution:

To: Director Navarro,

CC: Mateo Hernandez, PhD, Assistant Deputy Director
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BHOMDMonitoring@dhcs.ca.gov, Behavioral Health County Support and
Operations Branch

Katie Cohen, Assistant Director of Clinical Operations, Santa Barbara County

Joshua Woody, Branch Chief Quality Care (BCQC) Manager, Santa Barbara
County

COUNTY REVIEW INFORMATION

County:

Santa Barbara

County Contact Name/Title:

Joshua Woody, BCQC Manager

County Address:

315 Camino Del Remedio, Building 3
Santa Barbara, CA 93110

County Phone Number/Email:

(805) 451-2362

jwoody@sbcbswell.org

Date of DMC-ODS Implementation:

12/01/2018

Date of Review:

06/12/2025

Lead SUDRS Reviewer:

Emanuel Hernandez

Assisting SUDRS Reviewer:

N/A

Report Prepared by:

Emanuel Hernandez

Report Approved by:

Michael Bivians

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) 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. 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 6/12/2025. The following individuals were present:

- Representing DHCS:
Emanuel Hernandez, Analyst, SUDRS Unit 2
Alejandra Melgoza, Chief, Central Branch Section I
Melanie Ziegler, County Liaison, CCMS Unit 2
Oscar Leon Beltran, Auditor I, Central Branch Unit I
Jason Quam, Auditor I, Central Branch Unit I

- Representing Santa Barbara County:
Joshua Woody, BCQC Manager
Katie Cohen, Assistant Director of Clinical Operations
Shereen Khata Poush, PhD, Research & Evaluation
Jessica Korsen, Quality Care Management (QCM) Manager
Anoushka Mosely, QCM Manager
Shelby Swanson, Alcohol and Drug Programs (ADP) Project Manager
Katrina Zamora, ADP Project Manager, Prevention
Lilia Rangel-Reyes, Equity Services Manager
Daniel Mendoza, Safety & Privacy Officer
Ryan Weyman, Branch Chief of Information
Melanie Becerra, Administrative Services Lead
Kassie Knudsen, Utilization Management Coordinator
Katlin Phillips, QCM Coordinator
Krystina Steadman, QCM Coordinator
Stacey Sharpe, QCM Coordinator
Hadisha Person, QCM Coordinator
Stacey Larsen, QCM Coordinator
Rebecca Buhl, QCM Coordinator
Cheryl Dugan, QCM Coordinator
Waseem Kadada, Interim Internet Technology (IT) Manager
Marilyn Simon-Gersuk, Contract Manager

During the Entrance Conference, the following topics were discussed:

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

Exit Conference:

An Exit Conference was conducted via Teams on 6/12/2025. The following individuals were present:

- Representing DHCS:
Emanuel Hernandez, Analyst, SUDRS Unit 2
Alejandra Melgoza, Chief, Central Branch Section I
Melanie Ziegler, County Liaison, CCMS Unit 2
Oscar Leon Beltran, Auditor I, Central Branch Unit I
Jason Quam, Auditor I, Central Branch Unit I

- Representing Santa Barbara County:
Joshua Woody, BCQC Manager
Katie Cohen, Assistant Director of Clinical Operations
Shereen Khata Poush, PhD, Research & Evaluation
Jessica Korsen, QCM Manager
Anoushka Mosely, QCM Manager
Shelby Swanson, ADP Project Manager
Katrina Zamora, ADP Project Manager, Prevention
Lilia Rangel-Reyes, Equity Services Manager
Daniel Mendoza, Safety & Privacy Officer
Ryan Weyman, Branch Chief of Information
Melanie Becerra, Administrative Services Lead
Kassie Knudsen, Utilization Management Coordinator
Katlin Phillips, QCM Coordinator
Krystina Steadman, QCM Coordinator
Stacey Sharpe, QCM Coordinator
Hadisha Person, QCM Coordinator
Stacey Larsen, QCM Coordinator
Rebecca Buhl, QCM Coordinator
Cheryl Dugan, QCM Coordinator
Waseem Kadada, Interim IT Manager
Marilyn Simon-Gersuk, Contract Manager

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

<u>Category</u>	<u>Number of Findings</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	1
5.0 Coverage and Authorization of Services	0
6.0 Beneficiary Rights and Protections	0
7.0 Program Integrity	0

CORRECTIVE ACTION PLAN (CAP)

Pursuant to the Intergovernmental Agreement, Exhibit A, Attachment I, Part III, Section QQ each CD identified must be addressed via a CAP.

Your CCMS liaison manages the progress of CAP completion.

For questions regarding the CAP form and instructions on how to complete the FY 2024-25 CAP, please email BHOMDMonitoring@dhcs.ca.gov.

Category 4: ACCESS AND INFORMATION REQUIREMENTS

A review of the County's Access and Information Requirements was conducted to ensure compliance with applicable federal and state laws, Medi-Cal regulations, program requirements and the State's DMC-ODS contract. The following finding was identified:

COMPLIANCE FINDING:

4.1.9:

Exhibit A Attachment I, Section II Federal Requirements, K, 6, iii

- iii. The Contractor shall provide interpretive services and make member information available in the following alternative formats: Braille, audio format, large print (no less than 20-point font), and accessible electronic format (such as a data CD). In determining what types of auxiliary aids and services are necessary, the Contractor shall give "primary consideration" to the individual's request of a particular auxiliary aid or service.

Exhibit A Attachment I, Section II Federal Requirements, K, 6, v

- v. When providing interpretive services, the Contractor shall use qualified interpreters to interpret for an individual with a disability, whether through a remote interpreting service or an on-site appearance. A qualified interpreter for an individual with a disability is an interpreter who: 1) adheres to generally accepted interpreter ethics principals, including client confidentiality; and 2) is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary, terminology, and phraseology. For an individual with a disability, qualified interpreters can include, for example, sign language interpreters, oral transliterators (individuals who represent or spell in the characters of another alphabet), and cued language transliterators (individuals who represent or spell by using a small number of handshapes).

Finding: The County did not provide evidence demonstrating the County and subcontractors comply with the timely provision of appropriate auxiliary aids and services, free of charge, to persons with impaired sensory, manual, or speaking skills including at a minimum, all the following:

- Braille documentation.
- Audio formatted documentation (audio CD).
- Accessible electronic format (data CD).

TECHNICAL ASSISTANCE

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