



July 19, 2024

THIS LETTER SENT VIA EMAIL TO: [anavarro@co.santa-barbara.ca.us](mailto: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](mailto: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  
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[MCBHOMDMonitoring@dhcs.ca.gov](mailto: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)**

<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**

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