

Date Recd	RC/LOC #	Description of Complaint	Outcome	Date Closed
1/17/2006	06-001 Valley Mountain Regional Center	The Early Intensive Behavioral Treatment 4-Way agreement violates Federal and State special education laws.	Issue raised are not within the jurisdiction of the W&I Code 4731 complaint process, because son is not a consumer of the regional center.	1/19/2006
1/17/2006	06-002 Valley Mountain Regional Center	VMRC violated daughters rights by denying her diagnosis of autism and misappropriate placing her in a class, which did not meet her individualized needs.	Issue raised are not within the jurisdiction of the W&I Code 4731 complaint process, because this process specifically excludes disputes concerning the nature, scope, or amount of services. The appropriate mechanism is the fair hearing appeals procedure under W&I Code 4700.	1/19/2006
1/18/2006	06-003 Eastern Los Angeles Regional Center	ELARC violated the consumer's health and safety by not implementing 9/27/05 signed IPP that resulted in her death on 12/15/05.	ELARC violated Section 4710 (b).	2/24/2006
1/18/2006	06-004 Agnews Developmental Center	Violated the complainants rights to privacy and confidentiality per WIC Section 4502 and 4514.	No violations noted.	3/1/2006
1/31/2006	06-005 Harbor Regional Center	Violated internal procedures, which resulted in "improperly denied" services.	In regard to Issue #1: HRC violated Section 4710(b) by not providing timely notice of action to the Petitioner. In regard to Issue #2: Section 4731 complaint appeal process does not allow issues to be addressed that have been reviewed and decided on in a fair hearing decision. In regard to Issue #3: The Petitioner has submitted another section 4731 complaint to specify the issues.	3/9/2006
2/3/2006	06-006 North Los Angeles County Regional Center	Failed to remove false information in I.D Notes and Denied request to change service coordinator	No violations noted.	3/16/2006
2/6/2006	06-007 San Gabriel Pomona Regional Center	Issue 1: Terminated from residential day services Issue 2: Service coordinator behavior. Issue 3: Quality assurance monitoring. Issue 4: Dental Services. Issue 5: Review of Behavior and medication.	Issue 1: No violations noted. Issue 2: Residential and day services. In regard to day services: SG/PRC is in non-compliance with section 4710 (a) 1, and section 4502 (j). In regard to residential services: DDS will not address issues regarding services and supports. violations noted. Issue 4: No violations noted. Issue 5: Home violated the Complainant's rights to prompt medical treatment, per 4502 (d); and additionally provided consent for dental treatment without appropriate consent authority. Issue 6: Outside scope. Issue 7: No violations noted.	4/10/2006

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2/27/2006	06-008 Harbor Regional Center	<p>Issue 1: HRC punitively terminated the consumer's services.</p> <p>Issue 2: HRC refused to comply with OAH decision and failed to provide placement options for the consumer.</p> <p>Issue 3: HRC failed to establish an adequate IPP, are in non-compliance with 4646, have been discriminatory, retaliatory, intimidating and harassing, failed its obligation to provide case management, and improperly or unreasonably denying service.</p>	<p>Issue 1: Outside DDS jurisdiction. Outside scope. Fair hearing issue. has been addressed in fair hearing, and therefore cannot be addressed in the 4731 process</p> <p>Issue 2: Issue 3: Issue cannot be addressed in</p>	4/26/2006
3/6/2006	06-009 Westside Regional Center	<p>Issue 1: Failed to provide appeal information.</p> <p>Issue 2: Improper conduct at IPP meeting.</p> <p>Issue 3: Failed to provide legally required IPP meeting notices.</p> <p>Issue 3: Unlawful discrimination.</p>	<p>Petitioner determined not to have standing to file complaint. Complaint suspended until authorization to open and investigate complaint.</p>	4/10/2006
3/8/2006	06-010 Harbor Regional Center	<p>HRC violated the Complainant's family's right to privacy.</p>	<p>No violation noted.</p>	4/19/2006
3/27/2006	06-011 Harbor Regional Center	<p>HRC failed to effectively collaborate on the Consumer's IEP because they denied additional services until his IEP was finalized.</p>	<p>Outside the scope of 4731 process.</p>	5/10/2006
3/27/2006	06-012 South Central Los Angeles Regional Center	<p>Issue 1: Vendor did not treat the Consumer well and with respect, did not allow the Consumer to socialize with his friends, and did not consider the Consumer's medical condition when assigning work.</p> <p>Issue 2: Complainant had a difficult time contacting the SCLARC service coordinator regarding the vocational center problems.</p>	<p>Issue 1: No violations noted. violations noted.</p> <p>Issue 2: No</p>	5/10/2006
5/8/2006	06-013 Westside Regional Center	<p>Issue 1: Consumer was not allowed access to records within 3 business days.</p> <p>Issue 2: WRC blocked investigation of consumer.</p> <p>Issue 3: WRC engaged in discrimination regarding services in paternal home.</p>	<p>DDS was unsuccessful in obtaining consent from consumer's conservator to address issues in complaint. Complaint closed.</p>	6/14/2006
7/10/2006	06-014 San Gabriel Pomona Regional Center	<p>Complainant denied access to provide religious services in a CCL home.</p>	<p>Issues found to be not within the jurisdiction of the section 4731 complaint process.</p>	7/14/2006

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7/12/2006	06-015 Eastern Los Angeles Regional Center	Complainant disagreed with the way ELARC wrote the Consumer's IPP.	No violations noted.	8/24/2006
7/10/2006	06-016 Westside Regional Center	Issue 1: WRC did not schedule an IPP meeting within 30 days of the Complainant's request. Issue 2: WRC did not respond to the Complainant's initial 4731 complaint within 20 working days.	Issue 1: No violation noted. WRC did not comply with section 4731(b).	8/24/2006
7/31/2006	06-017 South Central Los Angeles Regional Center	The Complainant alleged his rights to access the Consumer's records, per section 4725, 4728, and 4729 were violated.	SCLARC did not respond to request in a reasonable amount of time and is required to do staff training and development of policies and procedures to assure compliance with the provisions of sections 4725, 4726, 4728, and 4729.	9/11/2006
8/1/2006	06-018 Tri-Counties Regional Center	Issue 1: Vendor wrongly terminated consumer Issue 2: refused to provide reasonable accommodations.	Issues determined to be outside the section 4731 process and appropriate for fair hearing.	8/2/2006
8/10/2006	06-019 North Los Angeles County Regional Center	Complainant alleged that 1) the Consumer's rights to prompt medical care and treatment were violated; 2) his day program violated the Consumer's right to choice regarding participation in a day program outing.	1) The allegation of medical neglect could not be substantiated; and 2) the allegation of violation of right to choice was not substantiated.	9/25/2006
9/5/2006	06-020 Westside Regional Center	Issue 1: Complainant requested reconsideration of issue from past section 4731; Issue 2: WRC violated consumer's rights by not fulfilling its obligation under 4731(b).	1) No administrative procedure to appeal a final 4731 decision other than to the court of appropriate jurisdiction; 2) WRC violated 4731 by not including in its response, the appeal referral information to the Director of DDS	10/16/2006

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10/3/2006	06-021 Agnews Developmental Center	<p>Issue 1: Complaint put in pending status on 10/19/06 until receipt of authorization from conservators of 2 consumers she in the complaint.</p> <p>Issue 2: On 12/13/06 the Petitioner wrote to ask DDS to proceed with the complaint investigation without the 2 conserved consumers.</p> <p>Issue 3: Issues raised by the consumer's representative are not documented or addressed;</p> <p>Issue 4: The IPP was not signed.</p> <p>Issue 5: Consumer's representative receives a copy of the IPP at least 30 days after the meeting;</p> <p>Issue 6: If there is an objection to the IPP, ADC's policy is to submit a letter detailing the required corrections;</p> <p>Issue 7: People who object are not informed of their fair hearing rights.</p>	<p>Issue 1: No violations noted.</p> <p>Issue 2: Issue could not be substantiated;</p> <p>Issue 3: No violations noted.</p> <p>Issue 4: No violations noted.</p> <p>Issue 5: No violations noted.</p> <p>Issue 6: No violation on this issue.</p>	1/24/2007