

Date Recd	RC Log #	Description of Complaint	Outcome	Station Due Date	Date Closed
2/28/2007	07-001 SCLARC	Petitioner alleged the Complainant did not have a service coordinator assigned to him; nor did he receive any contact or advocacy from SCLARC the entire time he was hospitalized.	SCLARC was found in non-compliance with section 4640.7 (b) for not assigning a designated service coordinator for the Complainant and section 4647(b) for not providing the Complainant with written notice regarding a change of service coordination within 10 working days. Additionally, ACLARC is in non-compliance with section 4646.5 (a) for failure to conduct the required annual IPP review.	4/13/2007	4/6/2007
3/19/2007	07-002 TCRC	Complaint determinatin pending Petitioner's standing to represent the named consumers in the complaint.	Petitioner's letter dated 4/15/07 failed to provide consent from consumers' conservators providing status to represent consumers in complaint. Therefore DDS notified the Petitioner that the investigation was closed on 4/23/07.	5/3/2007	4/23/2007

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4/5/2007	07-003 WRC	<p>Complainant alleged WRC 1) failed to initiate new IPP after the death of both caregivers; 2) moved in a roommate; 3) conducted last in-home evaluation in August 2006; 4) fraud by IHE; 5) failed to respond to e-mail about IHE; 6) inadequate assessment of severity of physical impairment for current IPP; 7) she was being required to pay \$2,500. before her new wheelchair can be delivered; 8) that an employee from Life Steps Foundation broke one of her hearing aids and not been replaced; 9) that her request to be taken to Rancho Los Amigos for her medical needs, is not being honored by WRC; 10) that some of her personal belongings were removed from her home, by Life Steps, and have not been returned; 11) that her brother was "forced to pay thousands of dollars to IHSS and IHE workers..."; 12) that she didn't receive her section 4731 appeal rights in the response from WRC.</p>	<p>Issues 1, 2, 3, 5, 6, 9, 10, and 12 were found to have no substantiated violations. Issues 4 and 11 were found outside of the scope of the DDS and referred to the CDSS. Issues 7 and 8 were found outside the scope of the section 4731 process and referred to the fair hearing process.</p>	5/21/2007	5/18/2007

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4/9/2007	07-004FDC	1) Actions taken by FDC staff, resulting in her arrest, violated the Complainant's rights per WIC section 4502; 2) the Complainant was discriminated against because of her life threatening medical condition; 3) FDC did not make the sufficient efforts to find an appropriate placement of the Complainant or modify her treatment plan so that she could be successful in her placement; 4) the Complainant's right to privacy was violated by her 1:1 staffing ratio; and 5) the Complainant has the right to say that she didn't want to clean up her room.	1) Allegation of a violation of WIC, section 4502 not substantiated; 2) lack of evidence to substantiate a violation on this issue; 3) lack of evidence to substantiate a violation on this issue; 4) violation of privacy is not substantiated; and 5) rights violation not substantiated for his issue.	5/24/2007	5/21/2007
4/17/2007	07-005 VMRC	Issue 1) Medication was withheld from the Complainant by her care home; and 2) the Complainant was denied access to the care home.	1) insufficient evidence to substantiate a violation for this issue; and 2) the care home was found out of compliance with the VMRC admission agreement and CCR, Title 22, section 80068.5 when the refused the Complainant's entry into the home.	6/1/2007	5/29/2007
5/18/2007	07-006 ACRC	ACRC service coordinator failed to properly research consumer's file and history prior to recommending placement in ILS/SLS.	No violations	7/2/2007	6/27/2007
6/11/2007	07-007 HRC	Complainant alleged that Harbor Regional Center (HRC) failed to implement the orders of the ALJ, regarding past fair hearing determinations.	Complainant was referred to fair hearing.	7/26/2007	6/15/2007

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6/25/2007	07-008 IRC	Complainant alleged that IRC failed to reinstate her respite hours, after acknowledging their mistake, and is requesting retroactive respite hours.	<p>1) IRC violated sections 4731 (b) in failing to respond to a section 4731 complaint within twenty working days and 4647 (a) for failure to implement the Complainant's IPP.</p> <p>2) This issue is outside the section 4731 complaint process. The appropriate complaint process for this issue is the fair hearing process, per section 4700 et. seq.</p>	8/9/2007	7/31/2007
7/3/2007	07-009 HRC	<p>1. Complainant alleged that HRC staff member is not treating him with dignity.</p> <p>2. Complainant alleged that the POS guidelines are too restrictive.</p> <p>3. Complainant alleged that IRC didn't provide NOA's for denials of services.</p>	<p>No violations noted for issues 1, 2, and 3.</p> <p>4: HRC found out of compliance with section 4434 (d).</p> <p>Within thirty days of the receipt of this decision, HRC shall submit its Service Policy, #1 General Standards, dated March 21, 2000, to DDS care of the Chief, Office of Human Rights and Advocacy Services, who will forward it to the Community Operations Division for review.</p>	8/17/2007	8/15/2007
7/27/2007	07-010 SDRC	The Petitioner is alleging that the Consumer is very unhappy and her rights are being violated within her current residential placement. He is requesting that the Consumer is moved to an appropriate group home with verbal female consumers, that will allow her to have peer interaction and will assist in promoting her social skills.	Insufficient evidence to support any violations on this issue.	9/10/2007	8/28/2007

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8/13/2007	07-011 NLACRC	<p>1) Complainant alleged that Applied Behavior Consultants (ABC) violated CCR 56712 (c) by not providing the consumer or authorized representative with a written 30 day notice of termination.</p> <p>2) ABC violated CCR, Title 17, section 56712, by not providing the Petitioners with a notice of change in program design 30 days prior to the change.</p> <p>3) Complainant alleged that ABC violated WIC 4646 by demanding that the consumer's parents agree to the implementation of a goal as a condition of service.</p>	<p>1) A violation for this issue is not substantiated.</p> <p>2) This issue is outside the scope of the section 4731 complaint process.</p> <p>3) A violation for this issue is not substantiated.</p>	9/27/2007	9/25/2007
8/24/2007	07-012 HRC	<p>Petitioner alleged that "HRC failed to issue a notice of action (NOA) prior to terminating [the Consumer's] ABA supervision hours."</p>	<p>HRC is in violation of section 4710(a).</p>	10/8/2007	10/3/2007
9/4/2007	07-013 GGRC	<p>1) Complainant alleged that GGRC supervisor yelled at her and did not apologize for his actions.</p> <p>2) Complainant has denied her request for assistance with an IHSS hearing.</p>	<p>1) Due to the lack of corroborating evidence, a violation is not substantiated. 2) A violation was not substantiated on this issue, however, the Complainant was provided the contact information for additional legal resources in her area.</p>	10/19/2007	10/17/2007

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10/1/2007	07-014 GGRC	1) The Petitioner alleged that the Complainant had an IPP review on 6/14/07 and GGRC has not sent them a copy of the IPP for review and signature. 2) The Petitioner alleged she e-mailed GGRC to request a meeting to discuss disagreements from the 4/14/07 IPP, and GGRC has not answered the request. 3) The Petitioner alleged that the last signed IPP includes respite services, and GGRC has not provided respite from 8/1/07 to this date.	1) No violation is substantiated. 2) GGRC is in noncompliance with section 4710 (b) for failure to provide Petitioners with written notice for denial of services. 3) GGRC is in noncompliance with section 4647(a) for failure to ensure implementation of the Complainant's IPP. Additional Issue: GGRC is in noncompliance with section 4731(b) for failure to send a written proposed resolution to the complainant within 20 working days of receiving the complaint.	11/15/2007	11/13/2007
10/25/2007	07-015 TCRC	The Petitioners allege that TCRC, as representative payee for the Complainant, did not "report any changes or events that could affect the beneficiary's eligibility for benefits or payment amount."	TCRC failed to meet all the required duties and responsibilities of a representative payee, as stipulated in 20 CFR Section 404.2035(d).	12/9/2007	12/4/2007
11/13/2007	07-016 VMRC	The Complainant alleged that VMRC violated his right to choose his living arrangements, by denying his case transfer from ACRC's to VMRC's catchment area.	VMRC was found to be out of compliance with sections 4502(j) and 4643.5.	12/28/2007	12/27/2007
11/19/2007	07-017WRC	WRC generated IPP Addenda for the consumer outside the IPP process.	DDS agreed with WRC that it should have obtained the parents signature at the time the Addenda was completed.	1/3/2008	1/2/2008

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11/21/2007	07-018 FNRC	The Petitioner alleged that: 1) FNRC mismanaged of the late Consumer's finances; 2) FNRC's legal representative failed to respond to her requests regarding her late mother; 3) service coordination for the late Consumer was withdrawn by the "Director".	No violations noted.	1/5/2008	1/3/2008
11/29/2007	07-019 NLACRC	1) Petitioner alleged that "NLACRC released Brian's personal information to the public, resulting in an identity theft issue"; 2) Petitioner alleged that "NLACRC denied ... access to records, except at the convenience of the CSC, for weeks after the initial request and not at a mutually agreed upon time"; 3) Petitioner alleged that "NLACRC failed to return telephone calls or respond to electronic mail"; 4) Petitioner alleged that "NLACRC ignored a request for a change in Consumer Service Coordinator"; an 5) Petitioner alleged that "NLACRC failed to provide a copy of the IPP resulting from the 8/9/06 IPP planning meeting."	1) No violation is substantiated. 2) No violation is substantiated. 3) No violation is substantiated. 4) No violation is substantiated. 5) NLACRC is in noncompliance with Section 4646 (g) for lack of IPP consent before implementation.	1/13/2008	1/9/2008

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12/6/2007	07-020 HRC	<p>1) The Complainant alleged that her HRC service coordinator did not treat her with dignity and respect.</p> <p>2) The Complainant alleged that her written copy of her Individual Program Plan (IPP) did not contain all the information that was discussed at the IPP meeting.</p> <p>3) The Complainant alleged that she requested a new service coordinator, but was not provided with one.</p>	<p>No violations noted</p>	1/20/2008	1/14/2008
12/7/2007	07-021 IRC	<p>The Petitioner alleged that: 1) IRC denied the Complainant's right to live in his own home with Supported Living Services; 2) the Complainant's former residence, violated his rights by giving a 30-day notice without appropriate written notice or other due process protections; 3) IRC moved the Complainant with no transition planning through the IPP process; 4) IRC violated the Complainant's notice rights by terminating him from his programs and services without providing him a right to appeal, with notice and the opportunity for aid paid pending; 5) the actions of the care home and IRC "tore the Complainant away from his major material possessions."; 6) IRC failed to respond to the initial section 4731 complaint.</p>	<p>1) This issue not addressed, as is an issue regarding services and supports and the subject of a pending fair hearing filed by the Petitioner; 2) the residential facility is out of compliance for not submitting to IRC, a timely notice to quit regarding the Complainant, within 30 days; 3) This issue will be stayed, pending completion of the fair hearing filed by Petitioner; 4) IRC is found in violation of section 4710 (a); 5) There is insufficient evidence to substantiate a violation on this issue; 6) IRC violated section 4731 (b) in failing to respond to the Petitioner's section 4731 complaint within twenty working days.</p>	1/21/2008	1/18/2008