

Date Recd	RC Log #	Description of Complaint	Outcome	Due Date	Date Closed
2/5/2009	09-001 SCLARC	Outside the Scope of the 4731 Complaint Process	Outside the Scope of the 4731 Complaint Process	3/22/2009	2/5/2009
2/28/2009	09-002 ACRC	Issue: The staff of a care home, vendored by ACRC, forced a current resident of the home to not talk with the Complainant.	Issue: The care home is found out of compliance with section 4503 (d) and 4502 (j). ACRC is found out of compliance with section 4731 (b).	3/14/2009	3/13/2009
4/18/2009	09-003 IRC	Issue 1: The Complainant's former care home provider discouraged the Complainant from discussing a potential move. Issue 2: The Petitioner was not able to obtain copies of medical reports from the Complainant's doctor. Issue 3: Complainant was not able to use the telephone at the care home to contact the Petitioner, due to cost. Issue 4: The Complainant was not able to use the bathroom indoors at the care home, but had to use a bathroom in the shed outside. Issue 5: The Complainant's roommate would physically assault her and she did not receive support or intervention from the former care provider at the care home.	Issue 1: There is insufficient evidence to make a determination on this issue. Issue 2: There is insufficient evidence to make a determination on this issue. Issue 3: The care home is found out of compliance with section 4503 (d). Issue 4: The care home is found out of compliance with section 4502 (b). Issue 5: The care home is found out of compliance with section 4502 (h).	6/2/2009	5/28/2009
2/19/2009	09-004 WRC	Issue 1: The Complainant's rights are ignored. Issue 2: The Complainant's feelings are ignored. Issue 3: The Complainant's needs are ignored. Issue 4: Complainant's IPP meeting was not person-centered, didn't address his medical and dental needs, didn't address housing needs, or document his strengths, preferences, barriers, and other concerns.	Issue 1: WRC is found in non-compliance with section 4646.5 (b) and section 4710 (b). Issue 2: There is lack of information to make a determination on this issue. Issue 3: No violations are noted. Issue 4: There was a lack of information to make a determination in this matter. Additional issue: WRC is found in non-compliance with section 4731 (b).	4/5/2009	4/10/2009
3/2/2009	09-005 IRC	Outside the Scope of the 4731 Complaint Process	Outside the Scope of the 4731 Complaint Process	4/16/2009	3/18/2009
4/1/2009	09-006 SARC	Issue 1: The Complainant possibly suffered abuse while residing at a residential care home. Issue 2: The care home Administrator and SARC withheld information regarding the Complainant from his family, and purposefully did not inform the family of his hospitalization. Issue 3: The care home Administrator illegally evicted the Complainant from the care facility.	Issue 1: There is lack of evidence to substantiate that abuse took place against the Complainant. Issue 2: No violation is found for this issue. Issue 3: No violation is found for this issue.	5/16/2009	5/14/2009

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3/27/2009	09-007 RCOC	<p>Did RCOC improperly deny, punitively withhold or unreasonably deny the Complainant rights by: 1) Failing to investigate, forward complaint, or assist the Complainant in complaint and hearing process in accordance to the statute, section 4731; 2) The executive office offering a double audit for 18 months to retaliate against the Complainant for requesting assistance; 3) Initiating a frivolous criminal investigation through Adult Protective Services (APS) to retaliate against the Complainant for requesting assistance; 4) Failing to provide Supported Living Services (SLS) application, assistance in filling out the application, and allowing the complainant's father to be the SLS vendor; 5) Failing to assist and consider the Complainant's rights including self-determination, Independent Living, SLS, independent options, and family considerations; 6) Failing to remove [named staff] as the Complainant's supervisor due to personal and professional conflicts; and 7) Conspire to apply and seek outside investigations to harass and fail to assist Complainant per Lanterman Act.</p>	<p>Issue 1: There are no violations substantiated for this issue. Issue 2: There is no violation found for this issue. Issue 3: This issue is not within the scope of the section 4731 complaint process. Issue 4: This issue is not within the scope of the section 4731 complaint process. Issue 5: There is lack of evidence to substantiate a violation for this issue. Issue 6: No violation is found for this issue. Issue 7: No violation is found for this issue.</p>	5/11/2009	7/8/2009
3/30/2009	09-008 RCOC	<p>Issue 1: RCOC released confidential information regarding the Complainant without any legal authority or authorization from the Complainant. Issue 2: The Complainant was denied the parenting services that RCOC and she had agreed to prior to the removal of her child, without being provided a Notice of Action and a copy of her due process rights informing her that she would not be receiving the services.</p>	<p>Issue 1: RCOC is found in non-compliance with 4514 (a). Issue 2: RCOC is found in non-compliance with section 4710 (a).</p>	5/14/2009	5/14/2009
6/4/2009	09-009 SDRC	<p>Issue: The Complainant alleged that SDRC's vendor failed to provide the necessary support for the Consumer to travel from San Diego to Philadelphia on March 26, 2009.</p>	<p>Issue: DDS finds the SDRC vendor is in violation of section 4502 (h).</p>	7/19/2009	7/8/2009

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6/18/2009	09-010 TCRC	<p>Issue 1: TCRC failed to provide a date for an Individual Program Plan (IPP) requested by the Petitioner, in violation of section 4646.5 (b). Issue 2: TCRC failed to provide the Complainant's records pursuant to the Petitioner's request on March 18, 2009, in violation of section 4728. Issue 3: TCRC failed to provide the Complainant's records pursuant to the Petitioner's request on March 27, 2009, in violation of section 4728. Issue 4: TCRC mislead the Complainant's family by withholding information on childcare services and that the claimed "duplication" of services could have been alleviated by updating the IPP and authorization to provide the service as childcare. Issue 5: The report by the Complainant's service provider "was premature and misleading".</p>	<p>Issue 1: No violation is found on this issue. Issue 2: Insufficient evidence to make a finding on this issue. Issue 3: Insufficient evidence to make a finding on this issue. Issue 4: Issue is outside of the scope of the section 4731 complaint process. Issue 5: Issue is outside of the scope of the section 4731 complaint process.</p>	8/2/2009	7/29/2009
6/24/2009	09-011 ELARC	<p>Complaint appeal is pending due to CCL investigation.</p>	N/A	8/8/2009	N/A
6/26/2009	09-012 ELARC	<p>Issue: The Petitioner alleged that the Complainant's Individual Program Plan (IPP) was not "properly scheduled and held. Parents feel the primary issues are whether the NPA [Notice of Proposed Action] can be used to replace the IPP in determining services".</p>	<p>Issue: Complaint is not sustained.</p>	8/10/2009	8/6/2009

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7/1/2009	09-013 IRC	<p>Issue 1: IRC violated the inter-Regional Center Consumer Transfer Guidelines creating big gaps to delay Consumer's identified services. Issue 2: IRC violated [named Administrative Law Judge's (ALJ) with the Office of Administrative Hearings (OAH) orders to provide Consumer's services]. Issue 3: IRC used arbitrary reasons (e.g., street address, then IPP [Individual Program Plan] meeting; and now eligibility issues) to stop Consumer's services. Issue 4: IRC abused the State Funds to pay for its law firm (sic)...to harass Consumer at the resident address. IRC used Consumer's street address for harassment only. Issue 5: IRC misused the State Funds to pay for its lawyers to fight against Consumer instead of using the State Funds to pay for Consumer's services. Issue 6: IRC fabricated a reason to raise eligibility issue to stop services.</p>	<p>Issue 1: This issue is outside the scope of the section 4731 complaint process. Issue 2: This issue is outside the scope of the section 4731 complaint process. Issue 3: There are no rights violation noted for this issue. Issue 4: There are no rights violation noted for this issue. Issue 5: There are no rights violation noted for this issue. Issue 6: IRC is found in non-compliance with section 4710 (a) (1).</p>	8/15/2009	8/13/2009
7/7/2009	09-014 HRC	<p>Issue 1: HRC's charge of \$.15 per page for copying client records is excessive; and HRC does not inform families that the fee may be waived if it presents a financial hardship. Issue 2: HRC's response to the petitioner omitted the requirement per section 4731 (b) that they provide the Claimant with a telephone number and address for referring the proposed resolution to DDS.</p>	<p>Issue 1: DDS lacks jurisdiction to make a finding regarding HRC's charges for copying records. HRC is in non-compliance with section 4729 for failing to provide the information required when access to records is requested. Issue 2: HRC is in non-compliance with section 4731 (b).</p>	8/21/2009	8/20/2009

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7/23/2009	09-015 ELARC	Issue 1: The Petitioner alleged a failure of the ELARC Service Coordinator (SC) to provide Discrete Trial Training (DTT) services to the Complainant, based upon his written time line. Issue 2: The Petitioner alleged that 68 days had passed since the Complainant's mother's request for a new vendor of DTT services. The Petitioner alleged that ELARC had failed to act in a "timely manner". Issue 3: Not covered by the 4731 appeal process. Issue 4: The Petitioner alleged that ELARC did not respond to the initial 4731 Complaint "within the 20 business days legally mandated".	Issue 1: DDS finds no violation in this area. Issue 2: DDS finds no violation in this area. Issue 3: Not covered by the 4731 appeal process. Issue 4: DDS finds no violation in this area.	9/6/2009 8/27/2009
7/29/2009	09-016 RCOC	Issue: Employees of a RCOC vendored Supported Living Services agency locked the Complainant in the garage and "RCOC still insisted that it was the best vendor they had, and most appropriate".	Issue: No violations found, however, DDS made recommendation that RCOC provide training to its vendors, consumers, families and staff about the need for and obligation of mandated reporters.	9/12/2009 9/2/2009
8/3/2009	09-017 LDC	Issue: The Complainant received a lack of prompt and appropriate medical care surrounding his recent finger fracture discovered by his family on 4/18/09.	Issue: DDS finds that the LDC recommendations to address the issue, to be appropriate actions to assure future compliance with section 4502 (d) and recommends that LDC review those identified actions and assure that the team has reviewed the Complainant's plan and implemented the indicated appropriate changes.	9/17/2009 9/15/2009
8/6/2009	09-018 FDLRC	Issue: FDLRC used coercion and undue influence to pressure a behavioral therapy vendor into altering two assessment reports after the fact.	Issue: Due to the lack of any corroborating evidence to support the allegation, DDS cannot make a determination on this issue. No violation noted.	9/20/2009 8/12/2009
8/10/2009	09-019 ACRC	Issue: ACRC reduced the Complainant's supported employment service hours and failed to give him a "proper Notice of Action".	Issue: ACRC is found out of compliance with: section 4646 (d) for making decisions "concerning the Consumer's goals, objectives, and services and supports that will be included in the Consumer's IPP and purchased by the regional center, "outside the IPP process"; section 4646.5 (a) (4) for not specifying the type and amount of job coaching services to be provided in the Complainant's IPP; and section 4710 (a) (1) for not providing adequate notice to the Complainant.	9/24/2009 9/22/2009

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9/21/2009	09-020 NLACRC	Issue: NLACRC violated the Complainant's right to privacy by receiving and sharing information about her with a social worker from Kaiser and a social worker from Adult Protective Services (APS).	Issue: No violation noted.	11/5/2009	11/17/2009
10/21/2009	09-021 IRC	Issue: IRC failed to provide the Complainant's records to the Petitioner in a timely manner pursuant to section 4728.	Issue: IRC is found in non-compliance with section 4728. IRC is found in non-compliance with section 4731 (b).	12/5/2009	12/3/2009