

Date Recd	RC Log #	Description of Complaint	Outcome	Date Closed
1/5/2010	10-001 WestSide Regional Center (WRC)	<p>Issue 1: Petitioner alleged that the Complainant had no service coordinator for approx. 4 months and was not notified that his service coordinator had left WRC, in violation of section 4647 (b).</p> <p>Issue 2: The Petitioner alleged that the Complainant has not had an IPP meeting in over a year, even though he is on the DD Waiver [(Medicaid Home and Community-based Services Waiver (HCBS Waiver)).</p> <p>Issue 3: The Petitioner alleged that an informal was held and he did not receive a decision.</p>	<p>Issue 1: WRC is in non-compliance with section 4647(b) for failure to assign a new service coordinator (SC) to the consumer upon the departure of the former SC.</p> <p>Issue 2: No violations noted.</p> <p>Issue 3: WRC is found in non-compliance with WIC §4710.7(b) for not providing notification of the outcome from the informal meeting.</p>	2/17/2010
1/11/2010	10-002 Inland Regional Center (IRC)	<p>Issue 1: IRC was negligent in tending to the potential placement needs of the Complainant.</p> <p>Issue 2: IRC failed to respond to the initial section 4731 complaint within 20 working days.</p>	<p>Issue 1: No violations noted.</p> <p>Issue 2: IRC is found in violation of section 4731(b) for not responding to consumer's complaint within 20 working days.</p>	2/25/2010
1/28/2010	10-003 Alta California Regional Center (ACRC)	<p>Issue 1: The Complainant's case was "not effectively transferred between ACRC's offices, upon her placement in a residential facility on 09/09/2009, in a timely manner which delayed holding an Individual Program Plan (IPP) meeting for the Complainant to address new areas of concerns that were not included in [the] previous IPP before residential placement was made.</p> <p>Issue 2: ACRC staff are not effectively following through on the processes (with Community Care Licensing) they are responsible for.</p>	<p>Issue 1: ACRC is found out of compliance with WIC §4646.5(b) for not holding the complainants annual IPP.</p> <p>Issue 2: No violations noted.</p>	3/10/2010
2/2/2010	10-004 Inland Regional Center (IRC)	<p>Issue 1: IRC refused to schedule a fair hearing on the violations of closing Complainant's file in June 2009 without warning.</p> <p>Issue 2: IRC refused to provide its new address and new phone numbers after IRC has moved to a new location.</p> <p>Issue 3: IRC destroyed and refused to FUND services to Complainant since the street address was demanded and received by IRC in August 2008 to present to obstruct Complainant from any improvement in his conditions.</p>	<p>Issues 1 through 2: No violations noted.</p> <p>Issue 3: Outside the scope of the WIC Section 4731 complaint process. Additional issue: IRC violated section 4731(b) when it did not provide a response to the 4731 complaint within 20 working days.</p>	3/11/2010

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2/4/2010	10-005 Inland Regional Center (IRC)	Issue 1: IRC failed to schedule an informal meeting within 10 days of the fair hearing request filed on 12/17/2009. Issue 2: IRC service coordinator did not provide the Petitioner with a workable Individual Program Plan (IPP) proposal with any goals. Issue 3: IRC did not provide adequate notice and made decisions without the Petitioner's mutual consent regarding the consumer's Applied Behavioral Analysis (ABA) services. Issue 4: IRC did not reconvene a second IPP meeting after an agreement on services and goals was not reached during the initial 12/16/2009, IPP meeting. Issue 5: IRC did not provide a Notice of Action within five days. Issue 6: IRC did not provide a written solution to 4731 complaints the Petitioner filed within 10 working days. Issue 7: IRC falsified an internal document, titled Request/Consent/Authorization to Secure Service (ICRC 205).	Issue 1: IRC is found in non-compliance with section 4710.7(a) and section 4710.5(d). Issue 2: Outside the scope of the section 4731 process. Issue 3: IRC is found in non-compliance with section 4710(b). Issue 4: IRC is found in non-compliance with section 4646(f). Issue 5: IRC is found in non-compliance with section 4711.5(a). Issue 6: Previously addressed in the 4731 final administrative decision dated 03/10/2010. Issue 7: No violations noted.	3/26/2010
2/8/2010	10-006 Alta California Regional Center (ACRC)	ACRC is requiring that the Complainant involuntarily obtain a special needs trust (SNT) in order to qualify for generic resources, which includes IHSS [In-Home Supportive Services], Medi-Cal and SSI [Supplemental Security Income].	No violations is noted.	3/30/2010
2/1/2010	10-007 Inland Regional Center (IRC)	The Petitioner alleged that IRC did not meet the required timeline of 20 working days, to provide a response to his WIC section 4731 complaint.	DDS finds IRC out of compliance with WIC Section 4731(b).	3/10/2010
2/16/2010	10-008 Harbor Regional Center (HRC)	Issue 1: Fraudulent representation to submit notification of Resolution without Parent Approval. Issue 2: Failure to provide confirmation of Fair Hearing date within 50 days of submittal.	Issues 1 through 2: No violations noted.	4/19/2010
2/16/2010	10-009 Inland Regional Center (IRC)	Issue 1: Petitioner alleged that IRC failed to provide her with a signed copy of the Complainant's IPP. Issue 2: Petitioner alleged that IRC refused to provide her with a copy of the Complainant's records.	Issue 1: No violations noted. Issue 2: IRC did not comply with WIC Section 4728 when records were not provided.	3/30/2010

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4/12/2010	10-010 Alta California Regional Center (ACRC)	Issue 1: Complainant alleged that his ACRC "former social worker" shared his personal information with a person not authorized to receive it. Issue 2: Complainant requested to view his ACRC records. Issue 3: Complainant requested to not have ACRC Director of Consumer Services – East, serve as his main point of contact or social worker representing ACRC.	Issues 1 through 3: No violations noted.	5/25/2010
7/7/2010	10-011 Inland Regional Center (IRC)	Issue 1: IRC failed to provide written notification of refusal or acceptance of mediation within five (5) working days. Issue 2: IRC failed to schedule an informal meeting within 10 days of the fair hearing request filed on 03/30/2010. Issue 3: The notice provided, regarding the informal hearing, did not identify the location. Issue 4: The Consumer's Service Coordinator and Applied Behavioral Analysis (ABA) provider, discussed the assessment and possible services without the Petitioner's consent or presence.	Issue 1: IRC is found in non-compliance with section 4711.5 (a). Issue 2: IRC is found in non-compliance with section 4701 (i). Issue 3: IRC is found in non-compliance with section 4710.6 (b). Issue 4: No violation noted. Additional Issue: IRC is found in non-compliance with section 4731(b) for not providing a response to the complaint within 20 working days.	8/18/2010
7/5/2010	10-012 Valley Mountain Regional Center (VMRC)	Issue 1: The Complainant alleged that I was forced to move out without proper explanation - against my consent and free will. Issue 2: The Complainant alleged that Care Home did not give me the full amount of my monthly P & I check. Issue 3: The Complainant alleged that I was dismissed from my janitorial job because I was always late in reporting for work as the Care Home is far away from my job.	Issue 1 through 3: No violations noted.	8/16/2010
7/5/2010	10-013 San Gabriel Pomona Regional Center (SGPRC)	The Petitioner requested a change of placement for the Complainant.	Outside the W&I Code §4731 complaint process. The Petitioner was referred to the fair hearing process.	7/9/2010

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7/8/2010	10-014 Harbor Regional Center (HRC)	Issue 1: The Complainant's "health is in danger." Issue 2: The Complainant "is beaten very often". Issue 3: The Complainant "stays in bed all day." Issue 4: The Complainant "lost a lot of weight." Issue 5: The staff at consumer's group home are rude to the consumer and her family.	Issues 1 through 5: No violations noted.	8/19/2010
7/12/2010	10-015 Alta California Regional Center (ACRC)	Issue 1: The Complainant alleged that the ACRC staff has refused to help him find a new care home. Issue 2: The Complainant alleged that his service coordinator (SC) has not returned his calls or responded to his written letter. Issue 3: The Complainant alleged that ACRC is forcing him to go to the M.I.N.D. Institute for an evaluation to confirm his eligibility.	Issue 1 and 3: No violations noted.	8/23/2010
7/12/2010	10-016 North Bay Regional Center (NBRC)	NBRC's decision to terminate respite services for a consumer of NBRC, was unlawful and discriminatory. NBRC was requested to reinstate the respite hours.	Outside WIC Section 4731 complaint process. The Petitioner was referred to the fair hearing process.	7/20/2010
7/19/2010	10-017 North Los Angeles Regional Center (NLACRC)	The Petitioner alleged a failure by an independent living skills (ILS) vendor to provide her son's ILS services necessary to achieve his individual program plan (IPP) goals.	NLACRC is found in non-compliance with sections 4647(a) for failure to implement consumer's IPP, and 4648(a)(7) for not meeting consumer's objectives on his IPP. This complaint is also referred to COD for investigation, pursuant to the DDS Regional Center of Vendor/Contractor Whistleblower Complaint process, for investigation of the allegations of fraud by the named ILS provider.	8/30/2010
8/13/2010	10-018 Inland Regional Center (IRC)	Issue 1: IRC exceeded the mandatory timeline between receiving the Petitioner's fair hearing request and the date that it forwarded the fair hearing request to Office of Administrative Hearings, per 4710.5(d). Issue 2: IRC failed to respond to the Petitioner's complaint within the mandatory timeline, per 4731(b).	Issue 1: IRC is out of compliance with WIC section 4710.5(d). Issue 2: IRC is out of compliance with WIC section 4731(b) for not providing a response to the complaint within 20 working days.	9/15/2010
9/2/2010	10-019 North Los Angeles County Regional Center (NLACRC)	Issue 1: The Consumer alleges that NLACRC has failed to complete an investigation and send a resolution within 20 working days. Issue 2: The Petitioner alleges that NLACRC consumer advocate is very unresponsive. Issue 3: NLACRC failed to adhere to the statutory requirements for individual program plan development and parent participation in individual program plan development.	Issues 1 through 3: No violations noted.	10/13/2010

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8/31/2010	10-020 Inland Regional Center (IRC)	<p>Issue 1: Family did not receive a NOA from IRC until 07/01/2010.</p> <p>Issue 2: IRC failed to send adequate notice when the FH request was filed.</p> <p>Issue 3: IRC failed to schedule an informal meeting within 10 days of the FH request filed on 07/07/2010.</p> <p>Issue 4: IRC did not provide socialization class for the consumer.</p> <p>Issue 5: IRC refuses to "respect and support the decision making authority of the family."</p> <p>Issue 6: IRC denied the family a written Notice of Action.</p> <p>Issue 7: IRC denied rights to an informal meeting within time frame set by law.</p> <p>Issue 8: IRC has denied aid paid pending.</p> <p>Issue 9: IRC denied services upon case transfer.</p> <p>Issue 10: IRC denied rights under the Planning Team.</p> <p>Issue 11: IRC has manipulated vendors.</p> <p>Issue 12: IRC has slandered/laughed at the family.</p> <p>Issue 13: IRC has discouraged the family from pursuing appropriate evaluations.</p> <p>Issue 14: IRC has denied 14th. Amendment rights to the family.</p> <p>Issue 15: IRC denied the vendor opportunity to define what the goals, objectives, and needs of the Consumer are in regards to socialization class.</p>	<p>Issues 1 through 3: No violations noted.</p> <p>Issue 4: Outside the scope of WIC Section 4731 process. Fair hearing issue. Issue 5: No violations noted.</p> <p>Issues 6 through 9: Addressed in previous administrative processes; will not be re-addressed.</p> <p>Issue 10: No violations noted.</p> <p>Issue 11: Addressed in a previous administrative process; will not be re-addressed.</p> <p>Issues 12 and 13: No violations noted.</p> <p>Issues 14 and 15: Addressed in a previous administrative process; will not be re-addressed.</p>	10/14/2010
9/20/2010	10-021 North Los Angeles County Regional Center (NLACRC)	<p>Issue 1: The Petitioner did not have a face-to-face Individual Program Plan (IPP) meeting with the Complainant's former service coordinator for two years.</p> <p>Issue 2: The Complainant's former service coordinator did not provide the assistance that was requested by the Petitioner for the Complainant's transition from high school to college, failed to return phone calls, or respond to requests for assistance from the Petitioner.</p> <p>Issue 3: The Complainant's former service coordinator's supervisor did not provide assistance when informed of concerns regarding the Complainant's former service coordinator, including the request for a new service coordinator.</p>	<p>Issue 1: NLACRC is found in non-compliance with section 4646 (b) for not holding an annual IPP meeting.</p> <p>Issue 2: NLACRC is found in non-compliance with section 4710 (b) and 4647(a) for not overseeing the consumer's IPP.</p> <p>Issue 3: NLACRC is found in non-compliance with section 4647(b) when a new service coordinator was not assigned to consumer.</p>	11/12/2010

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9/23/2010	10-022 Porterville Developmental Center (PDC)	Consumer's right to open his own mail.	DDS finds PDC to be in non-compliance with WIC section 4503 (e), to assure resident's rights to receive unopened correspondence.	11/1/2010
10/13/2010	10-023 Alta California Regional Center (ACRC)	The Complainant's parents alleged that the evaluation done by an ACRC psychologist contributed to the need for a due process, and requested reimbursement for the costs incurred by an independent clinical psychologist.	No violations noted.	11/24/2010
10/25/2010	10-024 San Diego Regional Center (SDRC)	Petitioner alleged that SDRC had a telephone conversation with the Complainant's respite vendor to ask them to call his in-home respite providers to see what activities and duties that he could have them doing in his home....calling experienced respite providers based simply upon curiosity both greatly upset the workers in his home and jeopardized his ability to staff the 320 hours of the respite contract.	No violations noted.	12/10/2010
11/8/2010	10-025 Harbor Regional Center (HRC)	Issue 1: HRC violated the consumer's right to adequate legal notice that his requests for 1:1 aide services and additional respite were denied. Issue 2: HRC violated the consumer's right to a timely decision regarding his requests for 1:1 aide services and additional respite. Issue 3: HRC violated the Consumer's right to have a choice and make an informed choice regarding his day program placement. Issue 4: HRC violated the Consumer's rights in failing to secure placement at an appropriate day program as identified in his IPP.	Issue 1: DDS finds HRC in violation of section 4710 (b) for failing to provide adequate notice. Issue 2: No violations noted. Issues 3 and 4: Outside the scope of the WIC Section 4731 complaint process. Issues pending fair hearing.	12/23/2010
11/15/2010	10-026 Inland Regional Center (IRC)	IRC denied requested services for the Complainant.	Outside the WIC Section 4731 complaint process. Issues pending fair hearing.	11/17/2010
11/9/2010	10-027 Redwood Coast Regional Center (RCRC)	The Petitioner alleged the RCRC inappropriately stopped services for the Complainant and failed to assure implementation of his IPP and assure his safety.	Outside the WIC Section 4731 complaint process. Issues pending fair hearing.	11/19/2010

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10/20/2010	10-028 San Andreas Regional Center (SARC)	SARC has a practice of preferential treatment for its consumers over consumers from other regional centers in obtaining residential placement in SARC's catchment area.	DDS finds SARC to be in compliance after revising its policy.	12/1/2010
12/6/2010	10-029 Harbor Regional Center (HRC)		Investigation in Progress.	
12/2/2010	10-030 Alta California Regional Center (ACRC)	Issues relating to Complainant's IPP.	Outside the scope of the WIC Section 4731 complaint process.	12/9/2010
12/16/2010	10-031 Harbor Regional Center (HRC)	HRC failed to comply with his request for the Complainant's records, within the required timeline of three business days; and that when HRC provided the documents, fourteen business days later, there were many missing and duplicate documents.	DDS finds HRC in non-compliance with Sections 4726 and 4725.	1/27/2011