

W&I Section 4731 2011 Public Log

Date Recd	RC and Log #	Description of Complaint	Outcome	Due Date	Date Closed
1/10/2011	Alta California Regional Center (ACRC) 11-001	Issue 1: The Petitioner alleged that on two occasions she witnessed the Complainant being "taken under his arms to his room" by staff of group home, in response to the Complainant's behavior. Issue 2: The group home did not maintain "proper documentation" for the Complainant.	Issue 1: Due to lack of evidence, DDS is unable to substantiate a violation on this issue. However, although non-compliance was not established, DDS recommends that ACRC work with the group home in assuring treatment and habilitation services are provided for its consumers "in the least restrictive manner" as provided by section 4502 (a). Issue 2: DDS concurs with ACRC's finding on this issue regarding the group home's failure to maintain proper documentation of special incident reports per CCR Title 17 section 54327 and its corrective follow-up monitoring actions for this facility. Additionally, DDS recommends that ACRC review and assure that required behavioral documentation is recorded and maintained pursuant to the regulations and requirements for the ARM service level of the group home.	2/24/2011	3/15/11
1/25/2011	North Los Angeles County Regional Center (NLACRC) 11-002	Issue 1: The Complainant's Consumer Services Coordinator (CSC-SR) allegedly failed to send "some papers over to [NLACRC vendor] last year [2009]." Issue 2: CSC-SR failed to send the Complainant a list of her own "needs," so that she could provide them to her trustee/conservator. Issue 3: CSC-SR allegedly treated the Complainant as if she was "dumb." Issue 4: CSC-SR allegedly violated the Complainant's constitutional rights by informing her that she may have to work on Sundays and allowing the conservator to call her friend. Issue 5: The Complainant requests the services of CSC-SR and NLACRC "be terminated immediately."	Issue 1: NLACRC is not found in non-compliance on this issue. Issue 2: Due to insufficient evidence, no finding is noted on this issue. Issue 3: NLACRC is not found in non-compliance on this issue. Issue 4: NLACRC is not found in non-compliance on these issues. Issue 5: NLACRC is not found in non-compliance on this issue.	3/11/2011	3/18/11

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3/2/2011	Inland Regional Center (IRC) 11-003	Issue: Petitioner claims IRC failed to provide her with conference reimbursement. IRC failed to provide her with the conference reimbursement in a timely manner. IRC had stated that a "provider of Care Claim" form will be mailed to her.	Issue is outside the 4731 process.	4/16/2011	4/15/11
3/8/2011	North Los Angeles County Regional Center (NLACRC) 11-004	Issue: Alleged harassment and emotional and mental abuse.	Closing case due to lack of responsiveness by Complainant. Complainant's issues have been investigated by outside agencies, local law enforcement, and CCL, and are not substantiated.	4/22/2011	4/18/11
3/10/2011	San Diego Regional Center (SDRC) 11-005	Issue: The Complainant alleges that he lost his privilege to "attend comedy clubs or night clubs."	This appears to be an issue where the Complainant's choice of activities is hampered by the lack of the appropriate implementation of his supervision plan, as developed in the IPP including all of the Complainant's activities, not just his attendance of comedy and nightclubs. As there is no indication that there is any Court involvement regarding the Complainant's restrictions, this is a clinical issue that is appropriately addressed by the planning team. Therefore, SDRC is requested to hold a planning team meeting to assure his IPP is being appropriately implemented and/or to revise the IPP to assure his goals and objectives are reflective of his choices and are implemented in the least restrictive manner to achieve his treatment goals (per the Complainant's request for an IPP revision and in compliance with section 4646.5 (b)). In the event that agreement is not reached between the Complainant and SDRC, the fair hearing process would then be the appropriate administrative complaint venue.	4/24/2011	4/20/11

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3/14/2011	Inland Regional Center (IRC) 11-006	Issue 1: The Petitioner appeals IRC's denial to have the Complainant's service coordinator's manager changed to another named IRC manager. Issue 2: The Petitioner requests to function as the Complainant's service coordinator with assistance from the present service coordinator. Issue 3: The Complainant is not receiving speech therapy, which is a part of his Individual Program Plan (IPP). Issue 4: The Petitioner requests a status update regarding the application she submitted for the IRC Board of Trustees. (Note: This is not an issue applicable to the section 4731 complaint process, as defined in section 4731 (a); and therefore, will not be addressed in this determination.)	Issue 1: No violation is noted. Issue 2: No violation is noted. Issue 3: This issue has been resolved. Issue 4: This issue is outside the scope of the section 4731 complaint process.	4/28/2011	4/22/11
2/14/2011	North Bay Regional Center (NBRC) 11-007	Issue: NBRC delayed implementing respite services for consumer.	Issue is outside the 4731 process.	3/31/2011	3/28/11
5/20/2011	San Diego Regional Center (SDRC) 11-008	Issue 1: The Petitioner alleges that the Complainant's rights have been violated in that the parents' repeated complaints to vendor regarding the program's lack of supervision of the Complainant's job coach were not adequately addressed. This contributed to the abuse of the Complainant by his job coach on January 31, 2011, when she left the Complainant and two other consumers unattended in a car.	Vendor is found in non-compliance with section 4502 (h). Vendor is found in non-compliance for section 4502 (a). Vendor is found in non-compliance with Title 17 section 54327.	7/4/2011	5/27/11

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5/19/2011	Alta California Regional Center (ACRC) 11-009	Issue 1: The Petitioner alleges that, although she did not give consent for an increase in the Complainant's medication or for a new medication, one medication was increased and another was administered without her consent. Issue 2: The Petitioner alleges that the Complainant's ear is permanently damaged as a result of a delay in treatment. Issue 3: The Petitioner alleges the ACRC program manger exceeded his professional capacity in appearing at the Complainant/Petitioner conservatorship hearing with unfounded and undocumented accusations. Issue 4: The Petitioner alleges that she has an unsatisfactory relationship with DFFH and ACRC because they would not acknowledge any wrongdoing and that she does not accept without question what they tell her.	Issue 1: DFFH is found in non-compliance with CCR, Title 17, 56004 (c) (1). Issue 2: DFFH and ACRC are found in non-compliance with section 4502 (d). Issue 3: No violation is found. Issue 4: No violation is noted; however, ACRC is advised to comply with the requirements of section 4647 (a) (5) in a timely manner.	7/3/2011	8/22/11
5/16/2011	Inland Regional Center (IRC) 11-010	Issue 1: In regard to A decision on OAH No. 2010010218 for IRC to pay for acupuncture. Petitioner stated that she sent information from her Dr. in November 2010. No payments have been made to the acupuncturist and that Petitioner has had to pay. Consumer refused to provide consent. Complaint was not pursued.	Issues are outside of the 4731 complaint process.	6/30/2011	5/19/11
5/25/2011	Fairview Developmental Center (FDC) 11-011	Consumer refused to provide consent. Complaint was not pursued.		7/9/2011	N/A
6/3/2011	Eastern Los Angeles Regional Center (ELARC) 11-012	Issue 1: The Complainant stated that his service coordinator asked him inappropriate questions, making him feel "uncomfortable and not safe" and he requested a new service coordinator. Issue 2: The Complainant stated that the vendor assigned to assist him get a job and his service coordinator failed in helping him get a job and he requested "a different work vendor who can get me a job and a different service coordinator."	Issue 1: DDS finds that ELARC is found out of compliance with section 4646.5 (a) (5). Issue 2: No violation is noted.	7/18/2011	8/31/11

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6/22/2011	Tri-Counties Regional Center (TCRC) 11-013	Issue: The Petitioner alleges that TCRC neglected to inform the Petitioner about In-Home Supportive Services (IHSS), a generic resource to which the Petitioner believes the Complainant could have been eligible to receive prior to December 2009 when the Complainant began receiving IHSS. The Petitioner is now asking TCRC to find a way for the Complainant to receive retroactive IHSS benefits.	DDS finds that TCRC was in compliance with mandates of the Lanterman Act which require them to provide case management associated with information, referral and service coordination.	8/6/2011	8/31/11
7/11/2011	San Diego Regional Center (SDRC) 11-014	Issue 1: Complainant and family were not included in the decision about where the Complainant would live. Petitioner requests the designation of an advocate to make sure the Complainant's housing wishes are honored. Issue 2: The Petitioner is requesting a Whistleblower evaluation of the Complainant's service coordinator and supervisor based on the allegation of unethical behavior towards the Complainant, her family, and the group home. Issue 3: Petitioner requested a date for the Complainant's annual IPP review which was to be held by June 3, 2011, according to the previous IPP documents of January 29, 2009. Issue 4: Petitioner requested notification and inclusion of family/conservators for all of the Complainant's quarterly and annual meetings. Issue 5: Billing and reimbursement for the Complainant's dental, foot care and medical expenses as well as reimbursement for costs paid for by the Petitioner in the last two years. Issue 6: The Petitioner requested written explanation for why certain services were withdrawn from the Complainant's program.	Issue 1: DDS finds that SDRC was in compliance with section 4646 (b). Issue 2: Petitioner is referred to the Whistleblower complaint process. Issue 3: DDS finds that SDRC complied with section 4646.5. Issue 4: Regarding the request to be notified of and included in all quarterly and annual IPP meetings, DDS finds that SDRC did not purposely exclude the Petitioner from IPP meetings. Issue 5: Issues regarding reimbursement of medical and dental expenses are appropriately heard and resolved through the Fair Hearing process pursuant to WIC 4710. Issue 6: No violation is noted.	8/25/2011	8/18/11

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7/25/2011	San Diego Regional Center (SDRC) 11-015	Issue 1: The Petitioners allege that the service provider, Community Interface Services (CIS), "effectively" denied the Complainant the right to a job by concealing the fact that the job they found was seasonal. Issue 2: The Complainant has stated that her case was inactivated by ACRC without receiving adequate notice. Issue 3: The Complainant is asking to be allowed to travel out of California for extended periods of time without ACRC inactivating her services and closing her purchase of service (POS) orders.	No violation was noted by DDS.	9/8/2011	9/12/11
8/5/2011	Alta California Regional Center (ACRC) 11-016	Issue 1: The Petitioners allege that the intake process at SDRC was not objective, was biased against determining eligibility for the Complainant, not professional, not timely, and not responsive to the Petitioners. Issue 2: The Petitioner alleged that SARC did not provide support to prevent the Complainant from requiring treatment at a crisis facility. Issue 3: The Petitioner alleged that the Complainant is not appropriately placed at College Hospital and requests to have him transferred back to his own apartment. Issue 4: The Petitioner alleged that SARC did not provide services and supports to maintain the Complainant after discharge from the crisis facility. Issue 5: The Petitioner alleged that SARC as representative payee did not provide the Complainant with the funds he was entitled to receive.	Issue 1: DDS finds that ACRC was not in compliance with the mandates of section 4710 (a) (1) of the Lanterman Act which requires the regional centers to provide a notice of action thirty days prior to the regional center taking action to reduce, change, or terminate services as described in 4701 et seq. Issue 2: DDS excludes from this complaint the request for ACRC to define the parameters for keeping a case open while the consumer (Complainant) is traveling out of state. These are issues to be determined through the IPP and/or the fair hearing process in the case of a dispute. DDS finds that SDRC is in non-compliance with section 4642, which requires them to conduct intake services within a fifteen day timeframe.	9/19/2011	9/28/11
8/9/2011	San Diego Regional Center (SDRC) 11-017	Issue 1: The Petitioner alleged that SARC did not provide support to prevent the Complainant from requiring treatment at a crisis facility. Issue 2: The Petitioner alleged that the Complainant is not appropriately placed at College Hospital and requests to have him transferred back to his own apartment. Issue 3: The Petitioner alleged that SARC did not provide services and supports to maintain the Complainant after discharge from the crisis facility. Issue 4: The Petitioner alleged that SARC as representative payee did not provide the Complainant with the funds he was entitled to receive.	Issue 1: No violation is noted. Issue 2: No violation is noted. Issue 3: No violation is noted. Issue 4: No violation is noted.	9/23/2011	10/10/11
8/23/2011	San Andreas Regional Center (SARC) 11-018	Issue 1: The Petitioner alleged that SARC did not provide support to prevent the Complainant from requiring treatment at a crisis facility. Issue 2: The Petitioner alleged that the Complainant is not appropriately placed at College Hospital and requests to have him transferred back to his own apartment. Issue 3: The Petitioner alleged that SARC did not provide services and supports to maintain the Complainant after discharge from the crisis facility. Issue 4: The Petitioner alleged that SARC as representative payee did not provide the Complainant with the funds he was entitled to receive.	Issue 1: No violation is noted. Issue 2: No violation is noted. Issue 3: No violation is noted. Issue 4: No violation is noted.	10/7/2011	10/28/11

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8/17/2011	Alta California Regional Center (ACRC) 11-019	Issue 1: The Petitioner alleged that the Complainant was not appropriately placed by ACRC in the care home, as he required the level of care from a residential home ranked as a Level 41 by ACRC. Issue 2: The Petitioner states that the results of the California Department of Social Services Community Care Licensing (CCL) Foster Family Licensing determination report, "show that nobody in the home should have been performing any hands on any child."	Issue 1: No violation is noted for this issue. Issue 2: The care home is found out-of-compliance with section 4502 (h).	10/1/2011	10/18/11
8/23/2011	South Central Los Angeles Regional Center (SCLARC) 11-020	Issue also filed in fair hearing, so withdrawn from the 4731 complaint process.		10/7/2011	10/12/11
9/9/2011	South Central Los Angeles Regional Center (SCLARC) 11-021	Issue: Services and Supports regarding Extended Year Program and a Afterschool program with behavior component and referrals for those services.	Issue is regarding services and supports. Complainant is referred to the IPP process and has a current fair hearing request submitted for her issue.	10/24/2011	9/13/11
9/14/2011	North Los Angeles County Regional Center (NLACRC) 11-022	Issue 1: The Petitioner alleged that the vendor denied adaptive skills training services for the Complainant. Issue 2: The Petitioner alleged that NLACRC denied adaptive skills training services for the Complainant. Consumer A	Issue 1: No violation is noted. However, NLACRC is advised to work with this vendor to assure its notifications to the regional center are timely when a services issue occurs that affects the implementation of a consumer's IPP. Issue 2: No violation is noted.	10/29/2011	11/7/11
9/14/2011	North Los Angeles County Regional Center (NLACRC) 11-023	Issue 1: The Petitioner alleged that the vendor denied adaptive skills training services for the Complainant. Issue 2: The Petitioner alleged that NLACRC denied adaptive skills training services for the Complainant. Consumer B	Issue 1: No violation is noted. However, NLACRC is advised to work with this vendor to assure its notifications to the regional center are timely when a services issue occurs that affects the implementation of a consumer's IPP. Issue 2: No violation is noted.	10/29/2011	11/7/11

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9/28/2011	Regional Center of the East Bay (RCEB) 11-024	Issue 1: The RC's vendor staff delayed treatment to an abrasion noted on the Complainant's left hand on July 10, 2011. Issue 2: The vendor was in non-compliance with reporting requirements regarding the incident of July 10, 2011.	Issue 1: The vendor is in non-compliance with section 4502 (d). Issue 2: The vendor is in non-compliance with Title 1722, Division 6, section 85078 (a) (1) for failing to follow the Complainant's needs and services plan.	11/12/2011	12/8/11
10/17/2011	San Diego Regional Center (SDRC) 11-025	Issue 1: The Complainant is not able to hear what is being said during his IPP meetings. Issue 2: SDRC did not provide the Complainant with services and supports he requested to meet his needs, according to his physician's orders. Issue 3: A breach of confidentiality occurred; and Issue 4: SDRC denied funding for emergency housing.	Issue 1: DDS finds no violation noted; however, SDRC and the Complainant are encouraged to work together to address his challenges about being able to hear what is being discussed at IPP meetings. Issue 2: This issue is outside the section 4731 complaint process. Issue 3: No violation noted. Issue 4: This issue is outside the section 4731 complaint process.	12/1/2011	1/30/12
10/25/2011	San Diego Regional Center (SDRC) 11-026	Issue 1: The Complainant alleges that SDRC and vendor staff shared personal confidential information with her landlord without her consent. Issue 2: The Complainant alleges that her previous landlord "illegally entered" the Complainant's mailbox obtaining confidential medical information.	Issue 1: SDRC and its vendor are found in non-compliance with section 4514. Issue 2: This issue is outside the scope of the section 4731 complaint investigation. The Complainant is advised to contact the local post office or law enforcement agency.	12/9/2011	3/8/12
11/7/2011	Westside Regional Center (WRC) 11-027	Issue 1: WRC failed to secure for the Complainant, or even attempt to secure, the generic resources of Supplemental Security Income (SSI), either by an initial application or by an appeal, to use as a refund for the Petitioner's share of cost. Issue 2: WRC failed to hold an IPP within 30 days of a request which was made by the Petitioner on August 9, 2011. Issue 3: WRC prepared an "illegal" IPP which was based on a meeting that (1) was held without providing an opportunity for the Petitioner to have input; and (2) was conducted without informing the Petitioner that it was an official IPP meeting. Issue 4: WRC breached confidentiality by contacting the Office of Clients' Rights Advocacy (OCRA) in order to inquire what involvement OCRA may have had or may currently have relating to the Complainant.	Issue 1: This issue is outside the jurisdiction of the section 4731 complaint process. Issue 2: WRC is in non-compliance with section 4646.5 (b). Issue 3: No violation noted. Issue 4: This issue was resolved by WRC and the Petitioner.	12/22/2011	2/29/12

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11/9/2011	San Andreas Regional Center (SARC) 11-028		Not Closed	12/24/2011	
12/9/2011	North Bay Regional Center (NBRC) 11-029	Issue resolved at regional center level/no appeal.		1/23/2012	2/21/12
12/5/2011	San Diego Regional Center (SDRC) 11-030	Issue: SDRC did not respond to a written request submitted on April 29, 2011, for funding of a socialization skills-building program for the Complainant.	Issue: DDS finds that SDRC is in noncompliance with section 4710 (b).	1/19/2012	3/28/12