

Welfare and Institutions Code Section 4731 Individuals' Rights Complaints Survey

Fiscal Year 2024-2025

The purpose of this survey is to obtain information on Welfare and Institutions (W&I) Code section 4731 individuals' rights complaints. This information is used to meet the requirements of W&I Code section 4519.2(c), which requires the Department of Developmental Services (Department) to update the Legislature annually with the number of complaints filed at each regional center, to include the following information:

1. The subject matter of complaints filed (see subject matter codes and descriptions).
 2. How complaints were resolved (see resolution codes and descriptions).
 3. The timeframe within which resolutions to those complaints were provided by the regional center.
 4. Demographic information, as identified by the Department, about consumers on whose behalf the complaint was filed.
- Note: Demographic information is not required to complete the survey.**

Record information for all W&I Code section 4731 complaints filed with the regional center during the reporting quarter. Please refer to the Instructions tab prior to completing the survey.

Regional Center	North Los Angeles County Regional Center					Date	4/11/2025						
Contact Person	Dana Lawrence		Email Address	dlawrence@nlacrc.org		Phone Number	818-756-6394						
Individual UCI	Individual Initials	Information Not Required				Date Complaint Received by Regional Center	Date Proposed Resolution Sent to Individual	Subject Matter of Complaint (List each issue identified in the complaint) <small>To add more rows, click the (+) icon located in the left margin</small>	Subject Code	How Complaint was Resolved (List how each issue in "Subject Matter of Complaint" was resolved)	Resolution Code	Root Cause of Complaint (Provide a brief description of each subject matter)	
		Date of Birth	Age at the Time Complaint Received by Regional Center <small>(Age will auto-populate when columns C and G are entered)</small>	Ethnicity	Primary Language of Consumer								
						12/6/2024	1/7/2025	1. Provision of Records	4	No violation identified	7	Consumer alleged NLACRC refused to provide copy of recorded IPP meeting.	
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							12/20/2024	1/23/2025	1. IPP Development/Implementation	1	No violation identified	7	Parent alleged NLACRC failed to update IPP and implement services.
									2. Service Coordination	5	Training was provided to regional center and/or vendor staff	4	Parent alleged NLACRC did not provide service coordination.
									3. IPP Development/Implementation	1	No violation identified	7	Parent alleged NLACRC failed to develop IPP in a timely manner.
									4. IPP Development/Implementation	1	No violation identified	7	Parent alleged NLACRC did not document IPP meeting.
									5. Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Although not alleged during course of investigation NLACRC determined NOA was not sent in a timely manner.
									6. IPP Development/Implementation	1	Training was provided to regional center and/or vendor staff	4	Although not alleged during course of investigation NLACRC determined NLACRC did not reconvene as required by statute.
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					12/20/2024	1/24/2025	1. Service Related	8	Complaint was out-of-scope of W&I §4731	9	Parent alleged NLACRC denied service.
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					12/20/2024	1/24/2025	1. Service Coordination	5	No violation identified	7	Advocate alleged NLACRC failed to develop SDP budget.
							2. IPP Development/Implementation	1	No violation identified	7	Advocate alleged NLACRC failed to implement IPP.
							3. Provision of Records	4	No violation identified	7	Advocate alleged NLACRC failed to provide records.
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					12/20/2024	1/22/2025	1. IPP Development/Implementation	1	No violation identified	7	Consumer alleged NLACRC did not implement IPP.
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					12/28/2024	1/29/2025	1. Service Coordination	5	No violation identified	7	Parent alleged NLACRC failed to transition consumer to SDP.	
							2. Service Coordination	5	No violation identified	7	Parent alleged consumer's case was not assigned CSC.	
							3. Service Coordination	5	No violation identified	7	Parent alleged NLACRC did not provide reimbursement.	
							4. Service Related	8	Complaint was out-of-scope of W&I §4731	9	Parent alleged NLACRC has not informed whether service would continue.	
							5. Service Related	8	Complaint was out-of-scope of W&I §4731	9	Parent alleged NLACRC denied service.	
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					1/8/2025	2/5/2025	1. Provision of Records	4	No violation identified	7	Consumer alleged NLACRC failed to provide record.	
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					1/16/2025	2/18/2025	1. IPP Development/Implementation	1	No violation identified	7	Consumer alleged NLACRC did not implement services in SDP budget and spending plan.	
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					1/22/2025	2/25/2025	1. Vendor Requirements	9	No violation identified	7	Parent alleged SIR submitted by facility did not contain sufficient information.	
							2. Vendor Requirements	9	No violation identified	7	Parent alleged SIR submitted by facility did not contain sufficient information.	
							3. Vendor Requirements	9	No violation identified	7	Parent alleged she was not informed of incident involving injury to consumer.	
							4. Vendor Requirements	9	No violation identified	7	Parent alleged vendor did not collect teeth and provide them to the ER.	
							5. Vendor Requirements	9	No violation identified	7	Parent alleged support provided during incident was not sufficient.	
							6. Vendor Requirements	9	No violation identified	7	Parent alleged vendor's staff do not communicate with each other regarding consumer's care.	
							7. Vendor Requirements	9	Training was provided to regional center and/or vendor staff	4	Although not alleged, during course of investigation NLACRC determined a violation of failure to be free from harm is substantiated. As NLACRC does not fund ICE, NLACRC recommends training.	
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							1. Service Related	8	Complaint was out-of-scope of W&I §4731	9	Parent claimed NLACRC made improper determination of level of care.	
							2. Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Although not alleged during course of investigation NLACRC determined a NOA was not sent in a timely manner.	
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				2/4/2025	3/4/2025	1. Service Coordination	5	No violation identified	7	Parent alleged NLACRC failed to provide reimbursement in a timely manner.	
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				2/4/2025	2/19/2025	1. Provision of Records	4	Training was provided to regional center and/or vendor staff	4	Parent alleged NLACRC failed to provide records in a timely manner.	
						2. Service Coordination	5	Complaint was out-of-scope of W&I §4731	9	Parent alleged NLACRC ignored request to communicate via email.	
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						1. Vendor Requirements	9	Training was provided to regional center and/or vendor staff	4	Parent alleged FMS vendor did not require signatures prior to funding SDP services. Information provided to Westside RC.	
						2. Vendor Requirements	9	Allegations were inconclusive	8	Parent alleged independent facilitator misused funds leading to staff not being paid for services provided.	
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										2/18/2025	3/18/2025	1. Service Coordination	5	Complaint was out-of-scope of W&I §4731	9	Parent alleged NLACRC case management does not respond in timely manner.
												2. Service Coordination	5	No violation identified	7	Parent alleged NLACRC has failed to reimburse in a timely manner.
												3. Service Coordination	5	Allegations were inconclusive	8	Parent alleged NLACRC did not provide information about Medi-Cal
4. Service Coordination	5	No violation identified	7	Parent alleged NLACRC did not provide information about services and supports.												
5. IPP Development/Implementation	1	No violation identified	7	Parent alleged NLACRC has not responded to request for IPP.												
6. Service Related	8	No violation identified	7	Parent alleged service was terminated improperly.												
7. Service Coordination	5	No violation identified	7	Parent requested new CSC.												
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				2/20/2025	3/18/2025	1. Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Parent alleged NLACRC did not issue a NOA in a timely manner.						
						2. Service Coordination	5	No violation identified	7	Parent alleged NLACRC failed to provide meaningful support.						
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							2. IPP Development/Implementation	1	Training was provided to regional center and/or vendor staff	4	Parent alleged NLACRC has not conducted an IPP meeting in a timely manner.
							3. Service Coordination	5	Training was provided to regional center and/or vendor staff	4	Parent alleged NLACRC did not respond to a request for a new CSC upon request.
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					2/20/2025	3/24/2025	1. WIC 4502	6	No violation identified	7	Parent alleged staff was not paid for services.
							2. Service Related	8	Complaint was out-of-scope of W&I §4731	9	Parent alleged set rate was not sufficient to hire staff.
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					2/24/2025	3/25/2025	1. IPP Development/Implementation	1	Complaint was out-of-scope of W&I §4731	9	Consumer alleged NLACRC and FMS failed to comply with Federal ADA statute as NLACRC and FMS failed to implement services.
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					2/25/2025	3/25/2025	1. Service Coordination	5	No violation identified	7	Parent alleged NLACRC did not transition consumer to SDP in a timely manner.	
							2. Service Coordination	5	No violation identified	7	Parent alleged NLACRC case management does not provide meaningful support in completing reimbursement.	
							3. Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Although not alleged during the course of investigation NLACRC determined an NOA was not provided in a timely manner.	
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					2/27/2025	3/24/2025	1. Service Coordination	5	No violation identified	7	Parent alleged NLACRC has failed to provide meaningful support in implementing nursing service.	
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					3/26/2025	3/28/2025	1. Provision of Records	4	Training was provided to regional center and/or vendor staff	4	Advocate alleged NLACRC failed to provide records in a timely manner.	
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