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:

- The subject matter of complaints filed (see subject matter codes and descriptions). How complaints were resolved (see resolution codes and descriptions). The timeframe within which resolutions to those complaints were provided by the regional center. 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.or	rg.	Phone Number	818-756-6394				
			Information	Not Required		1						
Individual UCI	Individual Initials	Date of Birth	Age at the Time Complaint Received by Regional Center (Age will auto-populate when columns C and G are entered)	Ethnicity	Primary Language of Consumer	Date Complaint Received by Regional Center	Date Proposed Resolution Sent to Individual	Subject Matter of Complaint (List each issue identified in the complaint) To add more rows, click the (+) icon located in the left margin	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)
								Provision of Records	4	No violation identified	7	Consumer alleged NLACRC refused to provide copy of recorded IPP meeting.
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								IPP Development/Implementation	1	No violation identified	7	Parent alleged NLACRC failed to update IPP and implement services.
								Service Coordination	5	Training was provided to regional center	4	Parent alleged NLACRC did not provide service coordination.
								IPP Development/Implementation		and/or vendor staff No violation identified	7	Parent alleged NLACRC failed to develop IPP in a timely manner.
								IPP Development/Implementation	1	No violation identified	7	Parent alleged NLACRC did not document IPP meeting.
								Notice of Proposed Action	2	Training was provided to regional center	4	Although not alleged during course of investgation NLACRC determined NOA was not sent in a timely manner.
							Ì	Notice of Proposed Action IPP Development/Implementation	1	and/or vendor staff Training was provided to regional center	4	Although not alleged during course of investgation NLACRC determined
									'	and/or vendor staff	4	NLACRC did not reconvene as required by statute.
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						12/20/2024	1/23/2025	8.				
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		Service Related	8	Complaint was out-of-scope of W&I §4731	9	Parent alleged NLACRC denied service.	
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		Service Coordination	5	No violation identified	7	Advocate alleged NLACRC failed to develop SDP budget.	
		IPP Development/Implementation	1	No violation identified	7	Advocate alleged NLACRC failed to implement IPP.	
		Provision of Records	4	No violation identified	7	Advocate alleged NLACRC failed to provide records.	
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		IPP Development/Implementation	1	No violation identified	7	Consumer alleged NLACRC did not implement IPP.	
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						Service Coordination	5	No violation identified	7	Parent alleged NLACRC failed to transition consumer to SDP.
						Service Coordination 2. Service Coordination	5	No violation identified	7	Parent alleged consumer's case was not assigned CSC.
						Service Coordination	5	No violation identified	7	Parent alleged NLACRC did not provide reimbursement.
						Service Coordination Service Related	8	Complaint was out-of-scope of W&I §4731	9	Parent alleged NLACRC has not informed whether service would continue.
						Service Related Service Related	8	Complaint was out-of-scope of W&I §4731	9	Parent alleged NLACRC denied service.
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						15.				Consumer alleged NLACRC failed to provide record.
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_						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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					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.
					Vendor Requirements	9	No violation identified	7	Parent alleged she was not informed of incident involving injury to consumer.
					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
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					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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				Service Coordination	5	No violation identified	7	Parent alleged NLACRC failed to provide reimbursement in a timely manner.
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				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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				Vendor Requirements	9	Training was provided to regional center	4	Parent alleged FMS vendor did not require signatures prior to funding SDP services. Information provided to Westside RC.
				Vendor Requirements	9	and/or vendor staff Allegations were inconclusive	8	Parent alleged independent facilitator misused funds leading to staff not being paid for services provided.
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Professional Conditional Control Action 1					15.					
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Source Coordination Source Adjustment Agent (ACC) (2007) and Ambatic Coordination Source Adjustment Agent (ACC) (2007) and Ambatic Coordination Source Adjustment Agent (ACC) (2007) and Ambatic Coordination Source Coord									Parent alleged NLACRC has failed to reimburse in a timely manner.	
									Parent alleged NLACRC did not provide information about Medi-Cal	
Service Related 1									Parent alleged NLACRC did not provide information about services and	
Secretaria Sec									supports.	
Service Related 8										
2/19/2025 3/18/2025 8							No violation identified			
9.					7. Service Coordination	5	No violation identified	7	Parent requested new CSC.	
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1. Notice of Proposed Action 2 and/or vendor staff 3							Training was provided to regional center		Parent allened NII &CPC did not issue a NOA in a timely manner	
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			Service Related	8	Complaint was out-of-scope of W&I §4731	9	Parent alleged NLACRC did not provide services.
			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.
			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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			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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			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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					Service Coordination	5	No violation identified	7	Parent alleged NLACRC did not transition consumer to SDP in a timely manner.
					Service Coordination	5	No violation identified	7	Parent alleged NLACRC case management does not provide meaningful support in completing reimbursement.
					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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					Service Coordination	5	No violation identified	7	Parent alleged NLACRC has failed to provide meaningful support in implementing nursing service.
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			2/27/2025	3/24/2025	8.				
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					Provision of Records	4	Training was provided to regional center	4	Advocate alleged NLACRC failed to provide records in a timely manner.
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