



NLACRC Whistleblower Complaint Log

Time Period: 03/18/2025 - 04/15/2026													
Date Complaint Received	Complainant Type	Investigation Case No.	Date Acknowledgment Sent to Complainant	Entity That is Target of Complaint	Nature of Complaint	Investigation Allegation Details	Investigation Results	Corrective Action Taken (if applicable)	Date Complaint Closed	Complaint Investigation Duration (in Days)	Submitted/Logged by		
7/18/2025	Anonymous/Unknown	DDS 25-062602; amended to 2025 - EWB - 05	N/A	NLACRC Employee(s)	Fiscal malfeasance; violation of Board/regional center policy	Complainant alleges: 1. The combined contract totals for two I.T. consultants exceeded \$600,000 annually in Fiscal Years 2021-22, 2022-23, and 2023-24. However, the contracts were intentionally split to evade review by the NLACRC Board of Trustees (Board). 2. The contracts were presented to the Board for approval without the appropriate parties disclosing the cumulative financial and functional impact, compromising fiduciary responsibility and public trust.	Complainant alleges: 1. The combined contract totals for two I.T. consultants exceeded \$600,000 annually in Fiscal Years 2021-22, 2022-23, and 2023-24. However, the contracts were intentionally split to evade review by the NLACRC Board of Trustees (Board). 2. The contracts were presented to the Board for approval without the appropriate parties disclosing the cumulative financial and functional impact, compromising fiduciary responsibility and public trust.	Pending Direction - Submitted Responses to DDS on 8/18/2025 , 09/02/2025, and 09/04/2025		271	Betsy Monahan, HR Director		
7/22/2025	Anonymous/Unknown	DDS 24-110801 re-opened: new information	N/A	NLACRC Employee	Alleged sexual harassment (hostile work environment)	Original complaint alleges: 1. NLACRC Management individual is intimidating, bullying, harassing and sexually harassing NLACRC staff. New allegation: 2. Type 4 Workplace Violence perpetrator allegedly verbally, digitally and physically harassed NLACRC staff member due to improper relationship/association with NLACRC Management individual.	Open	Open		267	Betsy Monahan, HR Director		
11/10/2025	Family Member	2025-BDWB-17	N/A	NLACRC	Ongoing issues with services and access to required planning documents.	1. Denial of access to consumer IPP 2. Pattern of Retaliatory Denial of Social-Recreation Services	Open. Referred to Board Legal Counsel for response and investigation			156	Sheila King, HR Manager		
12/17/2025	Community Member	2025-SPWB-19	N/A	Service Provider	Financial abuse/exploitation; neglect; possible retaliatory behavior.	1. Staff have had long-term unauthorized access to her bank accounts. Reports of missing funds and unexplained negative balances. Unsubstantiated 2. Consumer passwords are repeatedly changed without her consent. Unsubstantiated 3. consumer felt manipulated and pressured by staff. Unsubstantiated	1. Unsubstantiated 2. Unsubstantiated 3. Unsubstantiated	CLOSED	4/8/2026	112	Arshalous Garlanian, Community Services Director		
1/4/2026	NLACRC Employee	2026-EWB-21	1/8/2026	NLACRC	Leadership/Governance practices	1. Leadership Conduct. 2. Governance Practices. 3. Conflicts of Interest and Operational Integrity.	Open. Referred to Board Legal Counsel for response and investigation	Open		94	Sheila King, HR Manager		
1/5/2026	Community Member	2026-SPWB-24	N/A	Service Provider	Violations of consumer due process rights, unlawful service termination, vendor retaliation, Failure of regional center oversight.	1. Consumer was not provided with a proper written 30-day notice as required by Title 17.	OPEN	Open		69	Arshalous Garlanian, Community Services Director		
1/5/2026	Community Member	2026-SPWB-26	N/A	Service Provider	Unlawful service termination; denial of due process; failure to provide 30-day notice; consumer retaliation from vendor.	1. Consumer was removed from day program without a clear explanation of reason for termination. 2. Vendor failed to provide transparency and accountability despite having received multiple requests as to the nature of his termination. 3. Consumer alleges he was treated differently after an incident involving himself and another consumer.	OPEN	OPEN		93	Arshalous Garlanian, Community Services Director		
1/7/2026	Community Member	2026-SPWB-27	N/A	Service Provider	Suspected healthcare fraud; falsification of service records' and potential financial exploitation	1. Billing for services not rendered while consumer was out of town. Substantiated 2. Falsification of documents. Substantiated	1. Substantiated 2. Substantiated	CLOSED	3/12/2026	64	Arshalous Garlanian, Community Services Director		
1/7/2026	Community Member	2026-SPWB-28	1/7/2026	Service Provider	Health and safety risks; suspected neglect, fraud, and financial exploitation.	1. SLS worker failed to provide required support, including meal preparation. Unsubstantiated 2. Consumer has fallen out of her chair while staff are outside in their car. Unsubstantiated 3. SLS worker hired an individual to work with staff, individual was not authorized to provide support. Potential HIPAA violation. Unsubstantiated Substantiated 4. Consumer is threatened by staff to not say anything due to potential threats of losing services. Unsubstantiated 5. Program owners are aware of these issues but have not addressed them. Unsubstantiated	1. Unsubstantiated 2. Unsubstantiated 3. Unsubstantiated Substantiated 4. Unsubstantiated	3/4/2026	2/5/2026; reopened 2/12/26	98	Arshalous Garlanian, Community Services Director		
1/9/2026	Community Member	2026-SPWB-31	N/A	Service Provider	Suspected neglect; timecard fraud.	1. Job Coach left consumer unattended during work hours. Substantiated 2. Job Coach left work early on multiple occasions and was observed sitting in their car instead of providing on-site support. Inconclusive	1. Substantiated 2. Inconclusive	CLOSED	3/18/2026	96	Arshalous Garlanian, Community Services Director		
1/9/2026	Community Member	2026-SPWB-33	1/9/2026	Service Provider	Services not rendered; health and safety; time fraud; Lack of clearance.	1. Staff clocks in and documents overtime but does not show up to work, sits outside the home in her car, or does not support client. as required (e.g., not cooking meals). Unsubstantiated On numerous occasions, resident has fallen out of her chair while staff is outside in her car. Unsubstantiated 2. SLS staff hired a woman to support client. but this individual is not authorized to work and has not been fingerprinted. Unsubstantiated Substantiated Client does not say anything because staff buys her things she wants (e.g., amazon purchases). Staff also threatens client by stating she won't receive help if she fires her. Unsubstantiated 3. The program owners, are aware of these issues but do not address them. Unsubstantiated	1a. Unsubstantiated 1b. Unsubstantiated 2a. Unsubstantiated Substantiated 2b. Unsubstantiated 3. Unsubstantiated	3/4/2026 Corrective Action	2/5/2026; reopened 2/12/26	96	Arshalous Garlanian, Community Services Director		
1/11/2026	Community Member	2026-SPWP-41		Service Provider	Excessive Fees	1. Excessive Fees for Social Recreation Activities 2. Lack of itemized breakdown for fees	OPEN	OPEN		94	Arshalous Garlanian, Community Services Director		
1/13/2026	Community Member	2026-SPWB-35	1/13/2026	Service Provider	Client Rights	1. Alleged that home staff and/or NLACRC staff may be withholding resident's SSI check.	OPEN	OPEN		92	Arshalous Garlanian, Community Services Director		
1/26/2026	Community Member	2026-SPWB-39	N/A	Service Provider	Client Rights	1. Consumer's mother is enabling harm and creating a dangerous environment for this individual. Unsubstantiated 2. Consumer's mother has a personal relationship with a caretaker from SLS agency who allegedly abused and pulled a gun on consumer. Unsubstantiated 3. The caretaker was reportedly fired in November because of this abuse Unsubstantiated ; although, it's unclear if this individual is still around Consumer. Inconclusive	1. Unsubstantiated 2. Unsubstantiated 3a. Unsubstantiated 3b. Inconclusive	CLOSED	3/10/2026	43	Arshalous Garlanian, Community Services Director		
1/29/2026	Community Member	2026-SPWP-40	N/A	Service Provider	Staff not trained; Failure to maintain vehicles: Unprofessional	1. Vehicles not maintained. 2. Staff not certified to train. 3. Unprofessional staff. Additional allegations from original complaint: 4. Excessive workload, fatigue, and staffing concerns. 5. Lack of Management, Supervisory, and safety oversight. 6. Alleged illegal activities on company premises.	OPEN	OPEN		76	Arshalous Garlanian, Community Services Director		
2/6/2026	Anonymous/Unknown	2026-EWB-36	2/6/2026	NLACRC Employee	Inappropriate Work Conduct	1. Inappropriate workplace conduct . 2. Making inappropriate and/or sexually explicit comments. Unsubstantiated 3. Repeated aggressive behavior. Unsubstantiated 4. Persistent and unwelcome flirting. Unsubstantiated 5. Inappropriate attire. Substantiated	1. Substantiated 2. Unsubstantiated 3. Unsubstantiated 4. Unsubstantiated 5. Substantiated	CLOSED	2/22/2026	16	Sheila King, HR Manager		



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2/17/2026	Community Member	2026-SPWB-42	2/24/2026	Service Provider	Retaliatory Termination of Employment	1. Assault Incidents doe to Behavioral Plan not consistently followed 2. Staff Burnout and Supervision Concerns 3. Failure of 2.1 Supervision Ratios 4. Lack of Follow up to reported concerns 5. Driver Availability Concerns	OPEN	OPEN		57	Arshalous Garlanian, Community Services Director
3/9/2026	Community Member		(4731 Complaint)	SRF	Alleged Abuse; Failure to provide support & services to residents.	1. Staff members sexually assaulted by sticking their finger in his anus and have hit him in the testicles. Unsubstantiated 2. Staff feed residents of the home old food. Unsubstantiated 3. Staff refuse to assist him in cleaning himself. Unsubstantiated 4. Staff do not include him in outings. Unsubstantiated 5. Staff allege that he breaks windows and doors. Unsubstantiated 6. Staff allowed him to run out of his medications. Unsubstantiated	1. Unsubstantiated 2. Unsubstantiated 3. Unsubstantiated 4. Unsubstantiated 5. Unsubstantiated 6. Unsubstantiated	CLOSED	4/6/2026	28	Arshalous Garlanian, Community Services Director
3/18/2026	Anonymous/Unknown	2026-EWB-44	N/A	NLACRC Employee	Report of Concerns	1. Employee promoted due to favoritism. Unsubstantiated 2. Employee has a history of getting into physical altercations and threatening people. Unsubstantiated 3. Employee is armed and will carry a gun. Unsubstantiated	1. Unsubstantiated Unsubstantiated 2. 3.	CLOSED	4/7/2026	20	Sheila King, HR Manager
3/19/2026	Family Member	2026-SWB45	3/24/2026	Service Provider	Report of Concerns	1. Inappropriate Conduct by a DSP assigned to work in home setting, in the presence of a minor child	OPEN	OPEN		27	Arshalous Garlanian, Community Services Director
3/23/2026	Family Member	2026-SWB46	3/24/2026	Service Provider	Report of Concerns; HealthY & Safety; Failure to meet IPP; Clients Rights	1. Discriminatory Language 2. Safety Neglect and Medical Risk 3. ADA Violations 4. Professional Misconduct 5. Documentation and Care Failures Additional allegations: 6 Safety & Abandonment: Client requires 24/7 care but is frequently abandoned at sister's home because the vendor fails to staff shifts. 7. Denial of Service Animal: Staff continue to refuse her IPP-mandated service dog, a violation of both the ADA and her right to mandated supports. 9. Medical Neglect: Against her repeated refusals, staff forced her into a workout that resulted in a seizure. 10. Privacy & Dignity: Her request for a female worker for hygiene tasks was ignored for three months, forcing her into an unsafe situation with a male worker.	OPEN	OPEN		23	Arshalous Garlanian, Community Services Director