



HEALTH CARE
AUTHORITY



ASSISTED LIVING FACILITY UPDATE 2025

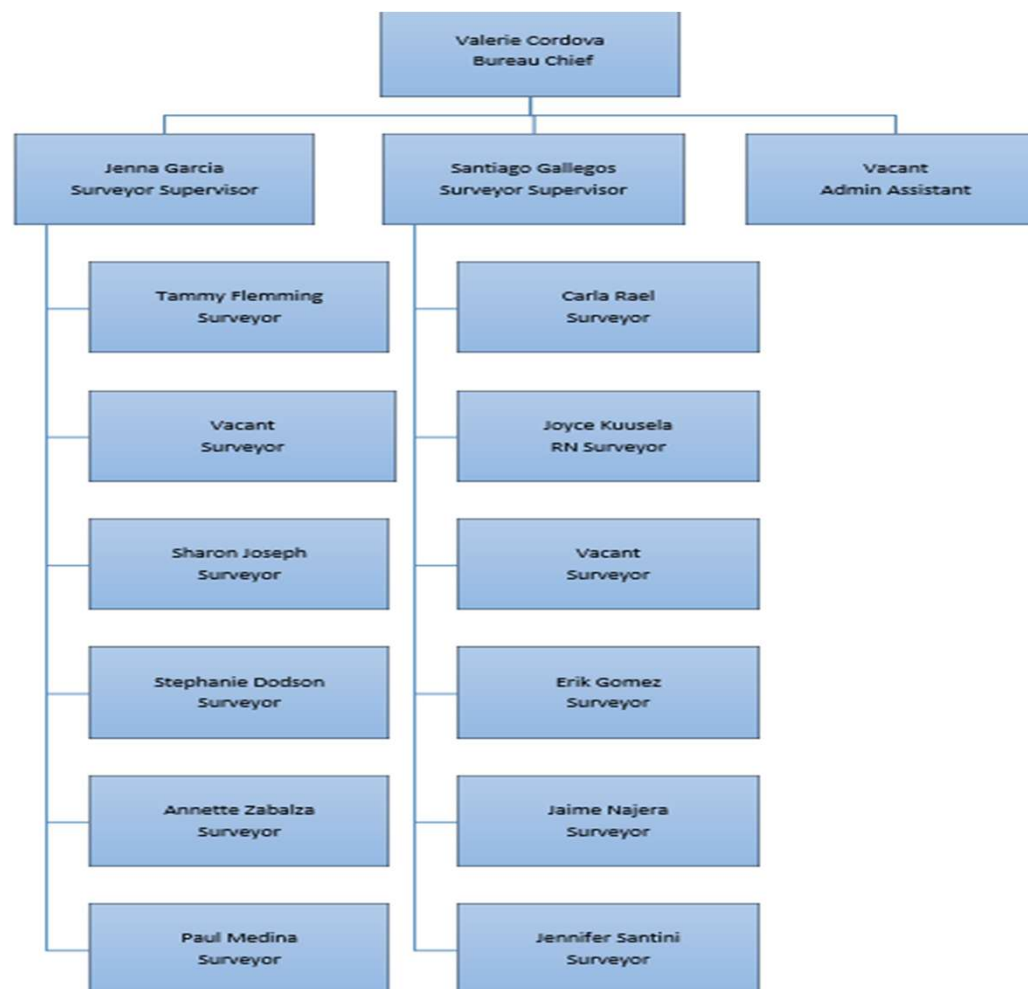
INVESTING FOR TOMORROW, DELIVERING TODAY.

Licensed Oversight Bureau

Valerie Cordova – Bureau Chief

Jenna Garcia – Surveyor Supervisor

Santiago Gallegos – Surveyor Supervisor



Licensed Oversight Facilities

- 212 - Assisted Living Facilities
- 25 - Adult Day Care Centers
- 5 - Crisis Triage Centers
- 3 - Boarding Homes

Onsite Assisted Living Facility Survey Data

- Complaint Only Surveys - 134
- Initial Only Surveys - 14
- Regulation Review and Complaint Surveys - 3
- Deficiencies Cited - 352
- Complaint Investigations Conducted - 193
- Average Onsite Survey Time – 34.00hrs.
- Survey reports submitted within 10 days – 69%

2024/2025



Top 10 Deficiencies Cited

0032 - Reporting of Incidents	28
0026 - Individual Service Plan	21
0036 - Nutrition	21
0034 - Custodial Drug Permits	19
0035 - Medication	19
0016 - Staff Qualifications	18
0025 - Resident Evaluation	17
0037 - Laundry Services	17
0033 - Resident Rights	16
0038 - Housekeeping Services	15

Life Safety Code

Tag	Cite Frequency
0034 - Custodial Drug Permits	23
0063 - Fire Extinguishers	14
0042 - Maintenance of Building and Grounds	12
0059 - Windows	5
0054 - Resident Rooms	3
0055 - Toilet and Bathing Facilities	3
0045 - Water	2
0049 - Doors	2
0052 - Corridors	2
0043 - Hazardous Areas	1
0044 - Heating, Air-Conditioning and Ventilation	1
0047 - Lighting and Lighting Fixtures	2
0050 - Exits	1

Class A * Class B * Class C * Deficiencies Defined

"Class A Deficiency" means:

- (1)** any abuse or neglect of a patient, resident, or client by a facility employee or for which the facility is responsible which results in death, or serious physical or psychological harm; or
- (2)** any exploitation of a patient, resident, or client by a facility employee or for which the facility is responsible in which the value of the property exceeds \$1,500; or
- (3)** a violation or group of violations of applicable regulations, which results in death, serious physical harm, or serious psychological harm to a patient, resident, or client.

"Class B Deficiency" means:

- (1)** any abuse or neglect of a patient, resident, or client by a facility employee or for which the facility is responsible; or
- (2)** any exploitation of a patient, resident, or client by a facility employee or for which the facility is responsible in which the value of the property exceeds \$100, but is less than \$1,500; or
- (3)** a violation or group of violations of applicable regulations which present a potential risk of injury or harm to any patient, resident or client.

"Class C Deficiency" means:

- (1)** a violation or a group of violations of applicable regulations as cited by surveyors from the licensing authority which have the potential to cause injury or harm to any patient, resident or client if the violation is not corrected; or
- (2)** any exploitation of a patient, resident, or client by a facility employee in which the value of the property was less than \$100.

Civil Monetary Penalty (CMP)

10 Assisted Living Facilities Fined \$36,900

Class A Deficiency * Facility Fined \$8,000

The facility failed to ensure that a resident was free from upper and lower body physical restraints.

Class A Deficiency * Facility Fined \$3,000

The facility failed to ensure a resident was free from neglect resulting in a fractured pelvis.

Class A Deficiency * Facility Fined \$5,000

The facility failed to ensure for a resident that they were free from financial exploitation by facility staff.

Civil Monetary Penalty (CMP) Cont'd

Class B Deficiency * Facility Fined \$3,000

The facility failed to ensure a resident was free from financial exploitation by staff.

Class B Deficiency * Facility Fined \$400

The facility failed to ensure staff were cleared by the Employee Abuse Registry (EAR) prior to hire and their applications and fingerprints were submitted to the Caregivers Criminal History Screening Program (CCHSP) within 20 days of hire.

Class B Deficiency * Facility Fined \$5,000

The facility failed to ensure a resident was free from financial exploitation by facility staff.

Civil Monetary Penalty (CMP) Cont'd

Class B Deficiency * Facility Fined \$6,000

The facility continued to have repetitive violations of the same nature and has failed to correct violations found during previous surveys and revisits.

Class C Deficiency * Facility Fined \$1,500

Repeat Deficiency - The facility failed to ensure incidents were reported to the Licensing Authority within 24 hours and were investigated internally and an investigation/follow-up report was submitted to the Licensing Authority within five (5) business days of the date the incident occurred.

Class C Deficiency * Facility Fined \$2,000

The facility failed to ensure that a resident was free from physical neglect while in respite care at the facility by not changing him when soiled.

Civil Monetary Penalty (CMP) Cont'd

Class C Deficiency * Facility Fined \$1,000

The facility failed to ensure a resident was free from financial abuse by facility staff.

Class C Deficiency * Facility Fined \$2,000

The facility continued to have repetitive violations of the same nature and has failed to correct violations found during previous surveys and revisits.

ALF Rules Finalization Update

- ALF Rules are in the finalization stages and into effect on September 9th, 2025



Satisfaction Survey Results * Survey Monkey

of Responses = 20

- **Professional/Courteous**
 - 90% Agree/Strongly Agree
- **Fair/Unbiased**
 - 95% Agree/Strongly Agree
- **Trained/Knowledgeable**
 - 90% Agree/Strongly Agree
- **Team Leader Kept You Informed**
 - 90% Agree/Strongly Agree

Strategic Focus for FY26

- Hiring Additional Team Members
 - Manager, Supervisor and 4 Surveyors
- Conducting Comprehensive Complaint Investigations
- Following Consistent Survey Process Start to Finish
- Cross Training Surveyors
- Providing Exceptional Survey Experiences
- Writing Quality Citations
- Working Efficiently Onsite & Offsite
- Identifying Unlicensed Facilities and Educating Them on Licensure
- Promoting Partnerships (with the SONM as well as externally)