

Department of SOCIAL SERVICES

Community Care Licensing

FACILITY EVALUATION REPORT

Facility Number: 011400627
Report Date: 11/07/2025
Date Signed: 11/07/2025 12:33:55 PM

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STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION OAKLAND ASC, 1515 CLAY STREET, STE. 310 OAKLAND, CA 94612
FACILITY EVALUATION REPORT	

FACILITY NAME:	ST. PAUL'S TOWERS	FACILITY NUMBER:	011400627
ADMINISTRATOR/DIRECTOR:	YUEN, CONNIE	FACILITY TYPE:	741
ADDRESS:	100 BAY PLACE	TELEPHONE:	(510) 835-4700
CITY:	OAKLAND	STATE:	CA
CAPACITY:	320	ZIP CODE:	94610
TYPE OF VISIT:	Case Management - Incident	CENSUS:	239
		DATE:	11/07/2025
		UNANNOUNCED TIME VISIT/INSPECTION BEGAN:	10:15 AM
MET WITH:	Executive Director Connie Yuen	TIME VISIT/INSPECTION COMPLETED:	11:55 AM

NARRATIVE

1 On 11/07/2025 at 10:15 AM, Licensing Program Analyst (LPA) David Doidge arrived unannounced to
2 conduct a case management regarding two SOC341s reported by the facility to the department on
3 11/02/2025. LPA met with Executive Director (ED) Connie Yuen and explained the purpose of the visit.
4
5 Spoke with ED regarding the incidents. ED reported one male got access to the building through a
6 loading dock while deliveries were being made. The intruder gained access to a service elevator and
7 rode it up to the seventeenth floor. The intruder got into a resident's room by checking for unlocked
8 doors. Inside a room, the intruder went into a resident's bedroom and slapped the resident, R1, awake.
9 The resident shouted at the intruder to leave the room. The intruder grabbed some of the resident's
10 personal belongings and dropped them, breaking some of the items. Security was notified and the
11 intruder was escorted to lobby and asked to leave the building. Oakland police were notified. Before
12 Oakland police arrived, the intruder walked around the building and again gained access to the building
13 through the loading dock where deliveries were being made. This time the intruder climbed upped a fire
14 latter near the electrical box for the building, climbed over a balcony wall and entered a resident's patio
15 door. Inside the intruder rummaged around some drawers, and was caught by a resident, R2. R2
16 pressed R2's pendant, a nurse came to check in on R2 and removed the intruder from R2's room. The
17 nurse escorted the intruder out of the room and back to security. The nurse informed ED that he did not
18 smell of alcohol but seemed to be on drugs as he was no coherent. The intruder was again escorted to
19 the lobby and asked to leave. Oakland police did not take a police report from R1.
20
21 Continued on LIC809C
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23
24
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NAME OF LICENSING PROGRAM MANAGER: Bennett Fong
NAME OF LICENSING PROGRAM ANALYST: David Doidge

LICENSING PROGRAM ANALYST SIGNATURE:

DATE: 11/07/2025**I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.****FACILITY REPRESENTATIVE SIGNATURE:**

DATE: 11/07/2025**This report must be available at Child Care and Group Home facilities for public review for 3 years.**

FACILITY EVALUATION REPORT California law requires a public report of each licensing visit/inspection. This report is a record for the facility and the licensing agency. This report is available for public review; therefore, care is taken not to disclose personal or confidential information. Inquiries concerning the location, maintenance, and contents of these reports may be directed to the Licensing Program Analyst or Regional Office whose address and telephone number are listed on the front of this form.

DEFICIENCIES A deficiency is an instance of noncompliance with licensing requirements, including applicable statutes, regulations, interim licensing standards, operating standards, and written directives. Applicants/ licensees must be notified in writing of all licensing deficiencies. Deficiencies are listed on the left side of this form, and the applicable licensing requirement upon which the deficiency is identified. There are two types of deficiencies:

- Type A deficiencies are violations of licensing requirements that, if not corrected, have a direct and immediate risk to the health, safety, or personal rights of persons in care.
- Type B deficiencies are violations of licensing requirements that, without correction, could become a risk to the health, safety, or personal rights of persons in care, a recordkeeping violation that could impact the care of said persons and/or protection of their resources, or a violation that could impact those services required to meet the needs of persons in care.

PLANS OF CORRECTION (POCs) The licensing agency is required to establish a reasonable length of time to correct a deficiency. In order to set the time, the licensing agency must take into consideration the seriousness of the violation, the number of persons in care involved, and the availability of equipment and personnel necessary to correct the violation. Applicants/licensees are requested to provide a specific plan for each violation on the right side of the form across from each deficiency. The more specific the plan, the less chance exists for any misunderstanding in setting time limits and reviewing corrections. The applicant/licensee who encounters problems beyond their control in completing the corrections within the specified time frame may request and may be granted an extension of the correction due date by the licensing agency.

CORRECTION NOTIFICATION The applicant/licensee is responsible for completing all corrections and promptly notifying the licensing agency of corrections. Applicants/licensees are advised to keep a dated copy of any correspondence sent to the licensing agency concerning corrections, or if corrections are telephoned to the licensing agency, the date, person contacted, and information given.

CIVIL PENALTIES The licensing agency is required by law to issue a Penalty Notice, when applicable, to all facilities holding a license issued by the licensing agency, or subject to licensure, except Certified Family Homes, Resource Families, and Foster Family Homes, or any governmental entity.

PENALTY NOTICE GIVEN The statement concerning civil penalties serves as a penalty notice on this Licensing Report and failure to correct cited licensing deficiencies will result in civil penalties. Applicants/ licensees are required to pay civil penalties when administrative appeals have been exhausted and in accordance with any payment arrangements made with the licensing agency.

APPEAL RIGHTS The applicant/licensee has a right without prejudice to discuss any disagreement in this report with the licensing agency concerning the proper application of licensing requirements. The applicant/ licensee may request a formal review by the licensing agency to amend or dismiss the notice of deficiency and/ or civil penalty. Requests for review shall be made in writing within 15 business days of receipt of a deficiency notification or civil penalty assessment. Licensing deficiencies may be appealed pursuant to the procedures in the LIC 9058 Applicant/Licensee Rights.

AGENCY REVIEW The licensing agency review of an appeal may be conducted based upon information provided in writing by the applicant/licensee. The applicant/licensee may request an office meeting to provide additional information. The applicant/licensee will be notified in writing of the results of the agency review within 60 business days of the date when all necessary information has been provided to the licensing agency.

EMAIL REQUIREMENT Adult Community Care Facilities, Residential Care Facilities for the Chronically Ill, and Residential Care Facilities for the Elderly are required to provide and maintain an active email address of record with the licensing agency.

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY FACILITY EVALUATION REPORT (Cont)	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION OAKLAND ASC, 1515 CLAY STREET, STE. 310 OAKLAND, CA 94612
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FACILITY NAME: ST. PAUL'S TOWERS

FACILITY NUMBER: 011400627

VISIT DATE: 11/07/2025

NARRATIVE

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32	Continued form LIC809 ED has installed new cameras, hired a second NOC shift security and implemented new security procedures to prevent this from happening again. The new security precautions include monitoring all deliveries with one security staff watching and another from the monitors at the security desk. New cameras cover more areas, and new lock have been placed to secure fire gates. No deficiencies cited during visit. Exit interview conducted and a copy of this report provided.
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NAME OF LICENSING PROGRAM MANAGER: Bennett Fong	
NAME OF LICENSING PROGRAM ANALYST: David Doidge	
LICENSING PROGRAM ANALYST SIGNATURE:	DATE: 11/07/2025

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FACILITY REPRESENTATIVE SIGNATURE:	DATE: 11/07/2025
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