

# Department of SOCIAL SERVICES

Community Care Licensing

## COMPLAINT INVESTIGATION REPORT

Facility Number: 195850091  
Report Date: 08/13/2025  
Date Signed: 08/13/2025 12:42:52 PM

### Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION WOODLAND HILLS N.ASC, 21731 VENTURA BLVD. #250 WOODLAND HILLS, CA 91364
<b>COMPLAINT INVESTIGATION REPORT</b>	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **07/21/2025** and conducted by Evaluator Angela Barutyan

	<b>COMPLAINT CONTROL NUMBER: 29-AS-20250721143816</b>
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<b>FACILITY NAME:</b> PRESERVE AT WOODLAND HILLS, THE	<b>FACILITY NUMBER:</b> 195850091
<b>ADMINISTRATOR:</b> SUSAN WEISBARTH	<b>FACILITY TYPE:</b> 740
<b>ADDRESS:</b> 6221 FALLBROOK AVENUE	<b>TELEPHONE:</b> (747) 226-5834
<b>CITY:</b> WOODLAND HILLS	<b>STATE:</b> CA <b>ZIP CODE:</b> 91367
<b>CAPACITY:</b> 60	<b>CENSUS:</b> 43 <b>DATE:</b> 08/13/2025
<b>MET WITH:</b> Susan Weisbarth - Executive Director	<b>UNANNOUNCED TIME BEGAN:</b> 10:22 AM
	<b>TIME COMPLETED:</b> 01:00 PM

#### ALLEGATION(S):

1	Staff are not allowing resident to have visitors
2	Staff are not allowing resident to have phone calls
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#### INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Angela Barutyan arrived at the facility unannounced to conduct a
2	subsequent complaint investigation at 10:22AM. Upon arrival, LPA met with Executive Director (ED)
3	Susan Weisbarth. Entrance interview conducted.
4	
5	During today's visit, LPA Barutyan interviewed two (2) staff between 10:29AM-11:23AM and reviewed
6	and obtained copies of pertinent documents between. During the initial visit on 07/25/2025, LPAs
7	Barutyan and Q. Huynh conducted a physical plant tour between 10:30AM-12:15PM, interviewed three
8	(3) staff, five (5) residents, and one (1) visitor between 10:08AM-12:45PM, reviewed and obtained copies
9	of pertinent documents relevant to the investigation between 12:30PM-04:00PM, and discussed
10	allegations with ED at 03:50PM.
11	
12	Report Continued on LIC 9099-C.
13	

**Unsubstantiated**

**Estimated Days of Completion:**

**NAME OF LICENSING PROGRAM MANAGER:** Kristin Heffernan  
**NAME OF LICENSING PROGRAM ANALYST:** Angela Barutyan  
**LICENSING PROGRAM ANALYST SIGNATURE:**

**DATE:** 08/13/2025

I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.

**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 08/13/2025

This report must be available at Child Care and Group Home facilities for public review for 3 years.

LIC9099 (FAS) - (06/04)

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STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES  
COMMUNITY CARE LICENSING DIVISION  
WOODLAND HILLS N.ASC, 21731 VENTURA BLVD. #250  
WOODLAND HILLS, CA 91364

## COMPLAINT INVESTIGATION REPORT (Cont)

**FACILITY NAME:** PRESERVE AT WOODLAND HILLS, THE

**FACILITY NUMBER:** 195850091

**VISIT DATE:** 08/13/2025

### NARRATIVE

1 It was alleged that the facility staff were preventing Resident #1 (R1) from receiving phone calls or  
 2 visitors on behalf of R1's responsible party's request, rather than R1's decision. On 07/25/2025, LPAs  
 3 interviewed R1 and R1 expressed that they were aware of their visitor and call requests. R1 stated they  
 4 told facility staff to consult their responsible party. LPAs explained to R1 that they have their own  
 5 personal rights and that if they want to receive any calls or visitors, R1 can do so without getting their  
 6 responsible party's consent. R1 stated they understood and that there were no concerns. LPA  
 7 interviewed R1's responsible party and facility staff throughout the course of the investigation and all  
 8 interviews confirmed that facility staff ask R1 first if they want to receive their calls or visitors, and that  
 9 the choice is entirely up to R1. On 07/28/2025, ED Weisbarth broadcasted an announcement to all  
 10 residents' family members/responsible parties stating that "Residents have rights to have visitors and  
 11 calls at any time. Please make sure residents are told they have a call or a visitor." An in-service training  
 12 was also conducted on 08/01/2025 with all staff regarding personal rights and that residents should be  
 13 asked if they want visitors or calls. LPA observed documentation of two attempted calls, one on  
 14 07/31/2025 and another on an unknown date within the same week; R1 declined to speak with the  
 15 calling parties on both occasions. A wellness check was conducted by police and by other outside  
 16 agencies who interviewed R1, and no concerns about R1 receiving visitors or calls were noted. Resident  
 17 and visitor interviews conducted also did not have evidence that supported allegations regarding  
 18 visitation or phone call access. Based on interviews and record review, the information obtained during  
 19 the investigation does not have sufficient evidence to corroborate the allegations. Although the  
 20 allegations may have happened or are valid, there is not sufficient evidence to prove the alleged  
 21 violations did or did not occur, therefore the above allegations "Staff are not allowing resident to have  
 22 visitors" and "Staff are not allowing resident to have phone calls" are deemed **UNSUBSTANTIATED** at  
 23 this time.

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No deficiencies cited at this time. Exit interview conducted. A copy of the report was provided.

**NAME OF LICENSING PROGRAM MANAGER:** Kristin Heffernan  
**NAME OF LICENSING PROGRAM ANALYST:** Angela Barutyan  
**LICENSING PROGRAM ANALYST SIGNATURE:**

**DATE:** 08/13/2025

I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.

**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 08/13/2025