

Department of  
**SOCIAL SERVICES**

*Community Care Licensing*

# COMPLAINT INVESTIGATION REPORT

Facility Number: 197608466  
Report Date: 06/30/2025  
Date Signed: 06/30/2025 11:25:01 AM

## 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 **05/09/2024** and conducted by Evaluator Emily Peraldi

	<b>COMPLAINT CONTROL NUMBER: 29-AS-20240509082740</b>
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<b>FACILITY NAME:</b> BELMONT VILLAGE ENCINO	<b>FACILITY NUMBER:</b> 197608466
<b>ADMINISTRATOR:</b> ABIGAIL TRAXLER	<b>FACILITY TYPE:</b> 740
<b>ADDRESS:</b> 15451 VENTURA BLVD	<b>TELEPHONE:</b> (818) 788-8870
<b>CITY:</b> SHERMAN OAKS	<b>STATE:</b> CA <b>ZIP CODE:</b> 91403
<b>CAPACITY:</b> 150	<b>CENSUS:</b> 109 <b>DATE:</b> 06/30/2025
<b>MET WITH:</b> Abigail Traxler, Courtney Barber	<b>UNANNOUNCED TIME BEGAN:</b> 08:30 AM
	<b>TIME COMPLETED:</b> 11:30 AM

**ALLEGATION(S):**

1	Staff pushed resident.
2	Staff are violating resident's personal rights.
3	Staff threatened resident.
4	Water temperature not within required range.
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**INVESTIGATION FINDINGS:**

1	Licensing Program Analyst (LPA) Emily Peraldi conducted an unannounced subsequent complaint visit to this facility. At 8:30 a.m., the LPA met with staff and explained the reason for the visit. At 9:17 a.m., the
2	Executive Director (ED) Abigail Traxler arrived at the facility. At 10:50 a.m., the LPA met with Director of
3	Resident Care Services (DRCS), Courtney Barber.
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6	During the initial visit on 5/16/2024, between 9:28 a.m. and 12:30 p.m., the LPA conducted a brief
7	physical plant tour and interviews with five (5) staff and five (5) residents. During today's visit, between
8	9:30 a.m. and 10:37 a.m., the LPA conducted a physical plant tour, an interview with the ED and Staff #1
9	(S1). During both visits, the LPA requested and obtained copies of pertinent documents.
10	
11	Continued on LIC 9099-C.
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**Unsubstantiated**

**Estimated Days of Completion:**

**NAME OF LICENSING PROGRAM MANAGER:** Kristin Heffernan

**NAME OF LICENSING PROGRAM ANALYST:** Emily Peraldi

**LICENSING PROGRAM ANALYST SIGNATURE:**

**DATE:** 06/30/2025

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

**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 06/30/2025

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:** BELMONT VILLAGE ENCINO

**FACILITY NUMBER:** 197608466

**VISIT DATE:** 06/30/2025

### NARRATIVE

1 Regarding the allegations: 1.) Staff pushed resident. 2.) Staff are violating resident's personal rights. 3.)  
2 Staff threatened resident. 4.) Water temperature not within required range. On 05/09/2024, the  
3 Department received a complaint alleging Staff #1 (S1) and Staff #2 (S2) forcing Resident #1 (R1) into  
4 taking a shower in which the water was inconsistent going from scolding hot to ice cold. It was alleged  
5 that S1 and S2 threaten R1 and pushed R1 causing R1 to fall. During the initial visit, interview with R1  
6 revealed little to no information regarding the allegations. R1 did not comment on the allegations and  
7 stated that there are no concerns regarding staff. R1 did state that R1 can control the shower's  
8 temperature however that the shower controls can be difficult to navigate. Interview with ED conducted  
9 on 06/30/2025, revealed that R1 is no longer at the facility. The ED revealed that during the time of the  
10 alleged incident, the facility conducted an internal investigation in which both S1 and S2 denied the  
11 allegations. The ED stated that after their internal investigation, S1 and S2 were reassigned to work on  
12 different floors. The LPA conducted an interview with S1 during today's visit; S1 denied the allegations.  
13 Residents interviewed did not voice any concerns regarding staff. Staff interviews revealed that they  
14 have not observed or heard of staff pushing residents or threatening residents. During the initial and  
15 subsequent visit, the LPA tested the water temperature throughout the building and found the water  
16 temperature to be within required range. The information obtained during the investigation did not  
17 include evidence sufficient to corroborate the allegations. Although the allegations may have happened  
18 or are valid, there is not a preponderance of evidence to prove the alleged violations did or did not  
19 occur, therefore the allegations are deemed **Unsubstantiated** at this time.

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21 Exit interview conducted with Courtney Barber. A copy of the report was provided.

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**NAME OF LICENSING PROGRAM MANAGER:** Kristin Heffernan

**NAME OF LICENSING PROGRAM ANALYST:** Emily Peraldi

**LICENSING PROGRAM ANALYST SIGNATURE:**

**DATE:** 06/30/2025

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

**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 06/30/2025