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**Department of**

# SOCIAL SERVICES

*Community Care Licensing*

# *COMPLAINT INVESTIGATION REPORT*

**Facility Number:** 197609969
**Report Date:** 08/25/2026
**Date Signed:** 08/25/2026 02:04:38 PM

## Unsubstantiated

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

This is an official report of an unannounced visit/investigation of a complaint received in our office on **06/08/2026** and conducted by Evaluator Erica Mosley

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| | **COMPLAINT CONTROL NUMBER:** 29-AS-20260608090830 |

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| **FACILITY NAME:** | VALLEY VISTA SENIOR LIVING | | **FACILITY NUMBER:** | 197609969 |
| **ADMINISTRATOR:** | MAYA MNOYAN | | **FACILITY TYPE:** | 740 |
| **ADDRESS:** | 7040 VAN NUYS BLVD | | **TELEPHONE:** | (818) 906-4400 |
| **CITY:** | VAN NUYS | **STATE:** CA | **ZIP CODE:** | 91405 |
| **CAPACITY:** | 164 | **CENSUS:** 136 | **DATE:** | 08/25/2026 |
| | | UNANNOUNCED | **TIME BEGAN:** | 10:15 AM |
| **MET WITH:** | Maya Mnoyan, Executive Director | | **TIME COMPLETED:** | 02:10 PM |

**ALLEGATION(S):**

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| 1 | Staff do not assist resident with medical care |
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**INVESTIGATION FINDINGS:**

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| 1 | Licensing Program Analyst (LPA) Erica Mosley conducted an unannounced subsequent complaint visit to |
| 2 | investigate the above listed allegation. Upon arrival at approx.10:15 a.m. LPA was greeted by front door |
| 3 | receptionist and explained the reason for the visit. The LPA met with Maya Mnoyan, Executive Director |
| 4 | (ED) and the reason for the visit was explained. Entrance interview conducted. |
| 5 | On 06/08/2026 the department received a complaint regarding the following allegation: Staff do not assist |
| 6 | resident with medical care. On 06/17/2026 LPA Mosley conducted the initial 10-day visit. During the visit |
| 7 | LPA and staff toured the physical plant areas inside and outside to ensure there are no immediate health |
| 8 | and safety hazards, and facility is in compliance with Title 22 Regulations. Throughout the visit LPA |
| 9 | conducted a file and record review for Resident #1 (R1), conducted an interview with R1, WD and a |
| 10 | telephonic interview with the ED and obtained copies of pertinent documents relevant to the |
| 11 | investigation. On 06/26/26 at 4:46 p.m. LPA conducted a telephonic interview R1's Clinical Advisor (CA). |
| 12 | On 06/24/26, 07/03/26 and 07/09/26 corresponded via email with the ED. |
| 13 | Report continued on LIC 9099-C PAGE 2... |

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|---|---|
| **Unsubstantiated** | **Estimated Days of Completion:** |

**SUPERVISORS NAME:** Kasandra Lopez
**LICENSING EVALUATOR NAME:** Erica Mosley
**LICENSING EVALUATOR SIGNATURE:**
**DATE:** 08/25/2026

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

**FACILITY REPRESENTATIVE SIGNATURE:**
**DATE:** 08/25/2026

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





**NARRATIVE**

**(PAGE 2) Report continued from LIC 9099...**

During today's visit starting at 10:40 a.m. LPA and ED briefly toured the physical plant areas inside and outside to ensure there are no immediate health and safety hazards, and facility is in compliance with Title 22 Regulations. Starting at 11:03 a.m. and through the visit LPA conducted ten (10) random resident interviews, three (3) staff interviews and obtained copies of pertinent documents relevant to the investigation.

On the allegation, Staff do not assist resident with medical care, it is the concern of the Reporting Party (RP) that R1 is unable to make their doctors appointments due to staff not assisting R1 with locating their transportation. To investigate this complaint, LPA conducted in person interviews, telephonic interviews, corresponded via email, file and record review, and obtained copies of pertinent documentation relevant to the investigation.

Interview with R1 revealed that transportation to their medical appointments is arranged through their doctor’s office, and the facility does not handle any medical appointments, coordination, or arrangements. R1 reported that on three occasions they waited for a driver but did not see one. They contacted the driver directly, and the driver informed them they were on Van Nuys. R1 stated they instructed the driver that pickup should occur at the Vannowen entrance. R1 reported speaking with the driver twice, and each time the driver indicated they were on Van Nuys. On one occasion, R1 walked to Van Nuys, but the street was under construction.

R1 stated they have not requested staff assistance and prefer to sit in the lobby and wait. They reported discussing transportation concerns with their doctor’s office, as the physician’s office arranges all transportation. R1 stated the facility’s Executive Director informed them that the facility could provide certain types of support; however, when asked about assistance with seeing a physician, R1 declined because they prefer to continue care with their primary care provider. Additionally, R1 stated they do not plan to ask the facility for assistance, as transportation is available through their doctor’s office and drivers simply need to locate the correct entrance.

R1 reported that on one occasion facility staff attempted to assist but were unable to locate the driver. R1 further stated that sometimes drivers park too far away, and they are unwilling to walk that distance.

**Report continued on LIC 9099-C PAGE 3...**

**SUPERVISORS NAME:** Kasandra Lopez
**LICENSING EVALUATOR NAME:** Erica Mosley
**LICENSING EVALUATOR SIGNATURE:**
**DATE:** 08/25/2026

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**NARRATIVE**

**(PAGE 3) Report continued from LIC 9099-C PAGE 2...**

Interview and email correspondence with the ED revealed that R1 receives little to no assistance from the facility and is considered “independent.” The ED further stated that they believe staff ensure all residents’ medical needs and concerns, including R1’s, are addressed appropriately.

Staff interviews revealed that R1 is generally independent and rarely requires any assistance from staff.

Interview with R1’s clinical advisor revealed that R1 had missed several medical appointments and reported that drivers were not following the instructions regarding the correct pickup location.

Although the allegation may have happened or is valid, there is insufficient evidence to prove the alleged violation did or did not occur. Therefore, the allegation of Staff do not assist resident with medical care is deemed **unsubstantiated** at this time. Exit interview conducted. Report was reviewed and a copy was provided.

**SUPERVISORS NAME:** Kasandra Lopez
**LICENSING EVALUATOR NAME:** Erica Mosley
**LICENSING EVALUATOR SIGNATURE:**
**DATE:** 08/25/2026

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