

Department of SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 198602567

Report Date: 03/17/2026

Date Signed: 03/18/2026 09:59:15 AM

Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION EL SEGUNDO ASC, 1000 CORPORATE DR #100 MONTEREY PARK, CA 91754
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **11/07/2025** and conducted by Evaluator Pamela Bunker

	COMPLAINT CONTROL NUMBER: 11-AS-20251107090154
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FACILITY NAME: REGENCY PALMS LONG BEACH	FACILITY NUMBER: 198602567
ADMINISTRATOR: ROBERT JAKINI	FACILITY TYPE: 740
ADDRESS: 117 E 8TH STREET	TELEPHONE: (562) 432-9260
CITY: LONG BEACH	STATE: CA ZIP CODE: 90813
CAPACITY: 91	CENSUS: 74 DATE: 03/17/2026
MET WITH: Robert Jakini	UNANNOUNCED TIME BEGAN: 09:00 AM
	TIME COMPLETED: 03:15 PM

ALLEGATION(S):

1	Staff does not ensure residents receive correspondence in a prompt manner.
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INVESTIGATION FINDINGS:

1	On March 17, 2026, Licensing Program Analyst (LPA) Pamela Bunker conducted an initial visit to gather
2	information regarding the above allegations. LPA met with Robert Jakini, Executive Director, and
3	explained the purpose of the visit. LPA was granted entry to the facility.
4	
5	The investigation consisted of the following: On March 17, 2026, the following documents were reviewed
6	and obtained as part of the investigation: Personnel Report (dated 03/17/2026), Resident Roster (dated
7	03/17/2026), Uniform Statutory Form Power of Attorney (dated 04/20/2023), and Admission Agreement
8	(dated 02/16/2024). In addition, on March 17, 2027, between 10:25 a.m. and 2:30 p.m., LPA Bunker
9	conducted interviews with staff members S#1-S#3 (S1-S3) and residents R#1-R#5 (R1-R5) regarding
10	the above complaint allegation.
11	LPA Bunker and Mr. Jakini observed the facility's mail station and reviewed the current procedures for
12	receiving, sorting, and distributing resident mail to assess whether the established process is being
13	followed consistently. See continued LIC9099-C page 2.

Unsubstantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Stephanie Cifuentes

LICENSING EVALUATOR NAME: Pamela Bunker
LICENSING EVALUATOR SIGNATURE:

DATE: 03/17/2026

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 03/17/2026

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

LIC9099 (FAS) - (06/04)

Page: 1 of 3

Control Number 11-AS-20251107090154

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CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING DIVISION
EL SEGUNDO ASC, 1000 CORPORATE DR #100
MONTEREY PARK, CA 91754

COMPLAINT INVESTIGATION REPORT (Cont)

FACILITY NAME: REGENCY PALMS LONG BEACH

FACILITY NUMBER: 198602567

VISIT DATE: 03/17/2026

NARRATIVE

1 Continued LIC9099-C page 2.
2

3 **Investigation revealed the following:**

4 **Allegation:** Staff does not ensure residents receive correspondence in a prompt manner.
5

6 It was alleged that staff fail to ensure residents receive their mail in a prompt manner. On 03/17/2026,
7 between 10:25 a.m. and 2:30 p.m., LPA Bunker interviewed staff members S1-S3. All 3 out of 3 staff
8 members stated that the facility ensures residents receive their correspondence in a timely manner. 3
9 out of 3 staff members explained that when mail is delivered by the mail carrier, it is immediately sorted,
10 separated by floors, and distributed to residents in the Assisted Living Unit (ALU) by the end of the day.
11

12 3 out of 3 staff members stated that mail for residents in the Memory Care Unit (MCU) is held at the
13 front desk in a locked, sorted cabinet. This process is in place because residents in the MCU have
14 dementia and are unable to manage or keep track of their mail. According to S1-S3, mail for MCU
15 residents is released only to responsible parties, family members, or the Power of Attorney (POA) upon
16 request. Staff emphasized that they do not provide resident mail to anyone who is not the designated
17 responsible party.
18

19 3 out of 3 staff members reported that the resident's mail in question had accumulated for approximately
20 four months because the POA was not picking up the mail, despite staff's attempts to contact the POA.
21 Staff stated that the mail continued to pile up and that family members frequently came in on weekends
22 after hours requesting the mail, which could not be released at those times because it was secured. S1
23 stated that they reached out to the POA and offered either to mail the resident's correspondence directly
24 to them or to arrange a specific time for the mail to be picked up from the facility.
25

26 All three staff members confirmed that the facility has established procedures to ensure residents
27 receive their correspondence in a timely manner and denied the allegation.
28

29 During today's visit, LPA Bunker also observed staff actively distributing mail to residents.
30

31 On 03/17/2026, between 10:25 a.m. and 2:30 p.m., LPA Bunker conducted interviews with residents
32 R1-R5. 5 out of 5 residents stated that staff ensure they receive their mail in a prompt and timely
manner and reported no issues with receiving their correspondence when it is delivered by the mail
carrier. Three out of three residents interviewed regarding this allegation denied that staff fail to provide
mail in a timely manner.

See continued LIC9099-C page 2.

SUPERVISORS NAME: Stephanie Cifuentes

LICENSING EVALUATOR NAME: Pamela Bunker

LICENSING EVALUATOR SIGNATURE:

DATE: 03/17/2026

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FACILITY REPRESENTATIVE SIGNATURE:

DATE: 03/17/2026

Control Number 11-AS-20251107090154

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**COMPLAINT INVESTIGATION REPORT
(Cont)**

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NARRATIVE

1 Continued LIC9099-C page 3.
2
3 Based on interviews, available evidence, observation, information received, and records reviewed, there
4 was not enough sufficient evidence to support the allegation. Although the allegation may have
5 happened or is valid, there is not a preponderance of evidence to prove the alleged violation did or did
6 not occur, therefore the allegation is deemed unsubstantiated.
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8 There were no deficiencies cited.
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10 A copy of the Complaint Investigation Report LIC9099 and LIC9099-Cs was provided to Robert Jakini,
11 Executive Director.
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13 An exit interview was conducted.
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SUPERVISORS NAME: Stephanie Cifuentes

LICENSING EVALUATOR NAME: Pamela Bunker

LICENSING EVALUATOR SIGNATURE:

DATE: 03/17/2026

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