

Department of SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 198602608

Report Date: 03/19/2026

Date Signed: 03/19/2026 11:21:27 AM

Substantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION CCLD Regional Office, 1000 CORPORATE CNTR DR. ST 500 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 **07/11/2025** and conducted by Evaluator Nune Margaryan

	COMPLAINT CONTROL NUMBER: 28-AS-20250711081001
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FACILITY NAME: IVY PARK AT CERRITOS	FACILITY NUMBER: 198602608
ADMINISTRATOR: LAURA RODRIGUEZ	FACILITY TYPE: 740
ADDRESS: 11000 NEW FALCON WAY	TELEPHONE: (562) 865-9500
CITY: CERRITOS	ZIP CODE: 90703
CAPACITY: 163	DATE: 03/19/2026
MET WITH: Mark Padila - Executive Director	UNANNOUNCED TIME BEGAN: 09:25 AM
	TIME COMPLETED: 11:00 AM

ALLEGATION(S):

1	Unlawful Eviction
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Nune Margaryan conducted a subsequent unannounced complaint visit
2	to deliver finding to the above-mentioned allegation. LPA met with Executive Director and explained the
3	reason for visit.
4	The investigation consisted of the following: During the visits LPA obtained copies of Staff & Residents
5	rosters, Interviewed Interim Executive Director, Staff 1 (S1), Staff 2 S (2), Staff 3(S3), Current Executive
6	Director, Resident 1 to Resident 11 (R1 to R11). LPA reviewed and collected documents related to R1.
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8	Continue 9099C
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Substantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Wei Siew Ho
LICENSING EVALUATOR NAME: Nune Margaryan
LICENSING EVALUATOR SIGNATURE:

DATE: 03/19/2026

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 03/19/2026

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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Control Number 28-AS-20250711081001

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING DIVISION
CCLD Regional Office, 1000 CORPORATE CNTR
DR. ST 500
MONTEREY PARK, CA 91754

COMPLAINT INVESTIGATION REPORT (Cont)

FACILITY NAME: IVY PARK AT CERRITOS

FACILITY NUMBER: 198602608

VISIT DATE: 03/19/2026

NARRATIVE

1 Investigation revealed the following: in regards to the allegation "Unlawful Eviction". It was
2 alleged that R1 received 30-day notice and feels R1 is being retaliated against due to
3 complaining about the facility.
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6 Interviewed Interim Executive Director stated that Resident 1 (R1) was served an eviction notice due to
7 multiple incidents over the years involving disrespectful behavior toward staff and other residents.
8 Interviewed current Executive Director stated that they joined the Facility on 10/3/25 and was made
9 aware that R1 had been served an Eviction Notice due to behavioral concerns and the concerns had
10 reached a level that the previous leadership felt R1 needed to be removed from the community.
11 However, the Executive Director stated they have developed a positive relationship with R1 and
12 consider R1's behavior to be manageable. They further indicated that through communication and
13 ongoing relationship-building, the concerns have improved, and the eviction notice was rescinded on
14 12/01/2025. Interviewed S1 stated they were aware of process of R1's eviction but new Executive
15 Director established a rapport with R1 and believed he effectively manage R1's behaviors. Interviewed
16 S2 stated in the past, sometimes R1 could make a comment to the staff and residents, which made
17 them feel uncomfortable. However, under new management, R1 significantly improved and there were
18 no major recent issues. Interviewed S3 stated that R1 is nice, and they didn't see any behavior from R1
19 that would make them or others uncomfortable. LPA interviewed 11 residents. R1 denied making
20 negative or disrespectful comments and stated that the incidents listed in the eviction notice were either
21 exaggerated or did not occur. R1 also expressed that the eviction notice may have been issued in
22 response to their raising concerns to administration, such as ensuring doors are locked after hours and
23 maintaining comfortable facility temperatures. (5) out of (10) Interviewed residents stated that they don't
24 know R1. (5) out of (10) residents stated that they don't have any issues with R1. Review of the Eviction
25 notice dated 06/25/2025 indicated R1 was served Eviction notice for noncompliance with community
26 policies and house rules regarding disruptive or abusive behavior.

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28 Continue 9099C
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SUPERVISORS NAME: Wei Siew Ho
LICENSING EVALUATOR NAME: Nune Margaryan
LICENSING EVALUATOR SIGNATURE:

DATE: 03/19/2026

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FACILITY REPRESENTATIVE SIGNATURE:

DATE: 03/19/2026

LIC9099 (FAS) - (06/04)

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Control Number 28-AS-20250711081001

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING DIVISION
CCLD Regional Office, 1000 CORPORATE CNTR

**COMPLAINT INVESTIGATION REPORT
(Cont)**

DR. ST 500
MONTEREY PARK, CA 91754

FACILITY NAME: IVY PARK AT CERRITOS

FACILITY NUMBER: 198602608

VISIT DATE: 03/19/2026

NARRATIVE

1 The notice referenced a few incidents between 2022 and 2025 involving alleged negative or
2 disrespectful comments. However, upon review of R1's file, house rules, and eviction documentation, as
3 well as observations and interviews conducted, the LPA did not find sufficient evidence that R1 engaged
4 in behavior that disrupted the facility's calm, peaceful environment or violated house rules to the extent
5 described, and that R1's actions violate *general facility policies created for the purpose of making it*
6 *possible for residents to live together* as stated under regulation 87224(a)(3).
7
8 Based on LPA's observations and interviews which were conducted and record review, the
9 preponderance of evidence standard has been met, therefore the above allegation is found to be
10 SUBSTANTIATED. California Code of Regulations, Title 22, Division 6 and Chapter 8 are being cited on
11 the attached LIC 9099D.
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13 Exit interview was held, and a copy of this report, appeal rights were provided.
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SUPERVISORS NAME: Wei Siew Ho
LICENSING EVALUATOR NAME: Nune Margaryan
LICENSING EVALUATOR SIGNATURE: _____ **DATE:** 03/19/2026

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

FACILITY REPRESENTATIVE SIGNATURE: _____ **DATE:** 03/19/2026

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY
**COMPLAINT INVESTIGATION REPORT
(Cont)**

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING DIVISION
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FACILITY NAME: IVY PARK AT CERRITOS

FACILITY NUMBER: 198602608

DEFICIENCY INFORMATION FOR THIS PAGE:

VISIT DATE: 03/19/2026

Deficiency Type POC Due Date / Section Number	DEFICIENCIES	PLAN OF CORRECTIONS(POCs)
Type B 03/19/2026 Section Cited CCR 87224(a)(3)	1 The licensee may evict a resident for 2 one or more of the reasons listed in 3 Section 87224(a)(1) through (5).Thirty 4 (30) days written notice to the resident 5 is required except as otherwise specified in paragraph (5).(3)Failure of	1 Cleared during visit. Eviction notice was 2 rescinded on 12/01/25. 3 4 5

6 the resident to comply with general
7 policies of the facility. Said general
policies must be in writing, must be for
the purpose of making it possible for
residents to live together and must be
made part of the admission agreement.

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8 This requirement is not met as
9 evidenced by:
10 Eviction Notice dated 06/25/25 does not
11 indicate how R1's actions violate
12 general facility policies created for the
13 purpose of making it possible for
14 residents to live together.

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Failure to correct the cited deficiency(ies), on or before the Plan of Correction (POC) due date, may result in a civil penalty assessment.

SUPERVISORS NAME: Wei Siew Ho	
LICENSING EVALUATOR NAME: Nune Margaryan	
LICENSING EVALUATOR SIGNATURE:	DATE: 03/19/2026
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FACILITY REPRESENTATIVE SIGNATURE:	DATE: 03/19/2026