

# Department of SOCIAL SERVICES

Community Care Licensing

## COMPLAINT INVESTIGATION REPORT

Facility Number: 198603330

Report Date: 08/26/2025

Date Signed: 08/26/2025 10:37:26 AM

### Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION GREATER LA AC/SC, 1000 CORPORATE CNTR DR. ST 500 MONTEREY PARK, CA 91754
<b>COMPLAINT INVESTIGATION REPORT</b>	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **02/16/2024** and conducted by Evaluator Erik Zaragoza

<b>PUBLIC</b>	<b>COMPLAINT CONTROL NUMBER: 28-AS-20240216083617</b>
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<b>FACILITY NAME:</b> GARDEN SILVER TOWN	<b>FACILITY NUMBER:</b> 198603330
<b>ADMINISTRATOR:</b> KIM, STEVE	<b>FACILITY TYPE:</b> 740
<b>ADDRESS:</b> 2830 FRANCIS AVE	<b>TELEPHONE:</b> (213) 384-7305
<b>CITY:</b> LOS ANGELES	<b>ZIP CODE:</b> 90005
<b>CAPACITY:</b> 72	<b>DATE:</b> 08/26/2025
<b>MET WITH:</b> Steve Kim - Licensee	<b>UNANNOUNCED TIME BEGAN:</b> 10:01 AM
	<b>TIME COMPLETED:</b> 11:13 AM

### ALLEGATION(S):

1	The facility only admits residents based on race.
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### INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Erik Zaragoza conducted a subsequent complaint visit to address the allegation listed above. LPA was met with Steve Kim, Administrator of the facility, and was granted entrance.  The investigation consisted of the following: During the initial visit conducted on 2/23/2024, LPAs Erik Zaragoza, Daniel Konishi, and Christian Gutierrez obtained staff and resident rosters, conducted a tour of the facility interviewed Residents #1 – 6 (R1 – R6), Staff #1 – 4 (S1 – S4), and obtained the resident file for Resident #7 (R7). Since the initial visit LPA interviewed Residents #8-9 (R8 – R9), and Staff #5 (S5). LPA attempted to interview R7, however they were not available to be interviewed. During today's visit, LPA will deliver the findings of the investigation.
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<b>Unsubstantiated</b>	<b>Estimated Days of Completion:</b>
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**NAME OF LICENSING PROGRAM MANAGER:** David Sicairos  
**NAME OF LICENSING PROGRAM ANALYST:** Erik Zaragoza  
**LICENSING PROGRAM ANALYST SIGNATURE:** \_\_\_\_\_  
**DATE:** 08/26/2025

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

**FACILITY REPRESENTATIVE SIGNATURE:** \_\_\_\_\_  
**DATE:** 08/26/2025

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 2  
**Control Number 28-AS-20240216083617**

<b>STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY</b>	<b>CALIFORNIA DEPARTMENT OF SOCIAL SERVICES</b> <b>COMMUNITY CARE LICENSING DIVISION</b> <b>GREATER LA AC/SC, 1000 CORPORATE CNTR</b> <b>DR. ST 500</b> <b>MONTEREY PARK, CA 91754</b>
<b>COMPLAINT INVESTIGATION REPORT</b> <b>(Cont)</b>	

**FACILITY NAME:** GARDEN SILVER TOWN **FACILITY NUMBER:** 198603330  
**VISIT DATE:** 08/26/2025

NARRATIVE	
1	The investigation revealed the following: Regarding the allegation that "The facility only admits residents based on race," it is alleged that the facility only admits Korean applicants into the facility and refuses to admit any applicants who are of non-Korean descent. During interviews with the staff of the facility, none of them corroborated the allegation that they reject people applying for admission into their facility based on race. One of the staff interviewed, S1, explained that they have admitted non-Korean residents into the facility in the past, and additionally they currently employ one (1) staff member who is not Korean. S1 further explained that the facility is open to admitting any applicant regardless of their ethnic background, and that they have admitted black and Hispanic residents in the past. During an interview with S2, who assists in the admissions process for the facility, they stated that individuals from any ethnic background are welcome to apply for admission into the facility. S2 also stated that if a non-Korean applicant was seeking admission into the facility, they would not turn the applicant away. S2 also added that they would also offer accommodations to the resident if they wished to proceed with admission, including offering alternative meals to the predominantly Korean dishes that are served at the facility. During interviews with the residents, none of them corroborated the allegation that they believe the staff discriminate against non-Korean applicants based on their race. None of the residents interviewed stated that they believe the facility staff uses race as a factor in whether or not they will admit an individual into the facility. One of the residents interviewed stated that it does not matter if an applicant is Korean, Hispanic, or of any other race, the staff does not discriminate against anyone seeking admission into the facility, and they do not treat anyone differently because of their ethnic background either. During record review of the last non-Korean resident's file, R7, LPA confirmed that this former resident was of non-Korean descent. LPA also determined that the facility currently employs a staff member who is of non-Korean descent as well.
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