

# Department of SOCIAL SERVICES

*Community Care Licensing*

## *FACILITY EVALUATION REPORT*

**Facility Number:** 198603383  
**Report Date:** 02/13/2026  
**Date Signed:** 02/13/2026 12:40:24 PM

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STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION MONTEREY PARK ASC, 1000 CORPORATE CNTR DR. ST 500 MONTEREY PARK, CA 91754
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<b>FACILITY EVALUATION REPORT</b>	
FACILITY NAME: TERRACES AT VIA VERDE-A MEMORY CARE COMMUNITY, THE	FACILITY NUMBER: 198603383
ADMINISTRATOR/KUMAR, SUBASHSANI	FACILITY TYPE: 740
DIRECTOR:	
ADDRESS: 1155 VIA VERDE	TELEPHONE: (909) 293-6466
CITY: SAN DIMAS STATE: CA	ZIP CODE: 91773
CAPACITY: 60 CENSUS: 47	DATE: 02/13/2026
TYPE OF VISIT: Case Management - Deficiencies UNANNOUNCED	TIME VISIT/INSPECTION 10:49 AM
MET WITH: Subashsani Kumar - Executive Director	BEGAN: TIME VISIT/INSPECTION 12:45 PM
	COMPLETED:

NARRATIVE	
1	Licensing Program Analyst (LPA) Bennette Pena conducted an unannounced Case Management
2	Deficiencies in conjunction with a complaint visit (Complaint Control #28-AS-20250324101021). The
3	purpose of this visit is to issue deficiency that was not part of the complaint allegation.
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5	During the investigation of Investigator Hector, it was revealed that the facility failed to report all the
6	incidents involving Resident #1 (R1) to CCL. R1 sustained multiple unwitnessed/witnessed falls in care,
7	however, only (2) Unusual incident/injury reports were submitted to CCL by the facility administration.
8	The current facility administrator was unable to locate any additional SIRs sent for the other reported
9	Incident Reports after checking the facility files and computer database.
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12	Deficiency is noted on LIC 809D. Exit interview, a copy of this report and Appeal Rights were provided
13	to Subashsani Kumar, Executive Director.
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**NAME OF LICENSING PROGRAM MANAGER:** Lisa Hicks  
**NAME OF LICENSING PROGRAM ANALYST:** Bennette Pena

**LICENSING PROGRAM ANALYST SIGNATURE:**


DATE: 02/13/2026

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

**FACILITY REPRESENTATIVE SIGNATURE:**


DATE: 02/13/2026

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

**FACILITY EVALUATION REPORT** California law requires a public report of each licensing visit/inspection. This report is a record for the facility and the licensing agency. This report is available for public review; therefore, care is taken not to disclose personal or confidential information. Inquiries concerning the location, maintenance, and contents of these reports may be directed to the Licensing Program Analyst or Regional Office whose address and telephone number are listed on the front of this form.

**DEFICIENCIES** A deficiency is an instance of noncompliance with licensing requirements, including applicable statutes, regulations, interim licensing standards, operating standards, and written directives. Applicants/ licensees must be notified in writing of all licensing deficiencies. Deficiencies are listed on the left side of this form, and the applicable licensing requirement upon which the deficiency is identified. There are two types of deficiencies:

- Type A deficiencies are violations of licensing requirements that, if not corrected, have a direct and immediate risk to the health, safety, or personal rights of persons in care.
- Type B deficiencies are violations of licensing requirements that, without correction, could become a risk to the health, safety, or personal rights of persons in care, a recordkeeping violation that could impact the care of said persons and/or protection of their resources, or a violation that could impact those services required to meet the needs of persons in care.

**PLANS OF CORRECTION (POCs)** The licensing agency is required to establish a reasonable length of time to correct a deficiency. In order to set the time, the licensing agency must take into consideration the seriousness of the violation, the number of persons in care involved, and the availability of equipment and personnel necessary to correct the violation. Applicants/licensees are requested to provide a specific plan for each violation on the right side of the form across from each deficiency. The more specific the plan, the less chance exists for any misunderstanding in setting time limits and reviewing corrections. The applicant/licensee who encounters problems beyond their control in completing the corrections within the specified time frame may request and may be granted an extension of the correction due date by the licensing agency.

**CORRECTION NOTIFICATION** The applicant/licensee is responsible for completing all corrections and promptly notifying the licensing agency of corrections. Applicants/licensees are advised to keep a dated copy of any correspondence sent to the licensing agency concerning corrections, or if corrections are telephoned to the licensing agency, the date, person contacted, and information given.

**CIVIL PENALTIES** The licensing agency is required by law to issue a Penalty Notice, when applicable, to all facilities holding a license issued by the licensing agency, or subject to licensure, except Certified Family Homes, Resource Families, and Foster Family Homes, or any governmental entity.

**PENALTY NOTICE GIVEN** The statement concerning civil penalties serves as a penalty notice on this Licensing Report and failure to correct cited licensing deficiencies will result in civil penalties. Applicants/ licensees are required to pay civil penalties when administrative appeals have been exhausted and in accordance with any payment arrangements made with the licensing agency.

**APPEAL RIGHTS** The applicant/licensee has a right without prejudice to discuss any disagreement in this report with the licensing agency concerning the proper application of licensing requirements. The applicant/ licensee may request a formal review by the licensing agency to amend or dismiss the notice of deficiency and/ or civil penalty. Requests for review shall be made in writing within 15 business days of receipt of a deficiency notification or civil penalty assessment. Licensing deficiencies may be appealed pursuant to the procedures in the LIC 9058 Applicant/Licensee Rights.

**AGENCY REVIEW** The licensing agency review of an appeal may be conducted based upon information provided in writing by the applicant/licensee. The applicant/licensee may request an office meeting to provide additional information. The applicant/licensee will be notified in writing of the results of the agency review within 60 business days of the date when all necessary information has been provided to the licensing agency.

**EMAIL REQUIREMENT** Adult Community Care Facilities, Residential Care Facilities for the Chronically Ill, and Residential Care Facilities for the Elderly are required to provide and maintain an active email address of record with the licensing agency.

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**Created By: Bennette Pena On 02/13/2026 at 10:49 AM**  
**Link to Parent Document Below:**

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY  <b>FACILITY EVALUATION REPORT (Cont)</b>	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION , 1000 CORPORATE CNTR DR. ST 500 MONTEREY PARK, CA 91754
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**FACILITY NAME:** TERRACES AT VIA VERDE-A MEMORY CARE COMMUNITY, THE

**FACILITY NUMBER:** 198603383

**DEFICIENCY INFORMATION FOR THIS PAGE:**


**VISIT DATE:** 02/13/2026

Deficiency Type POC Due Date / Section Number	DEFICIENCIES	PLAN OF CORRECTIONS(POCs)	
Type B 02/20/2026 <b>Section Cited</b> CCR 87211(a)(1)(D)	1 87211 Reporting Requirements..(a) 2 Each licensee shall furnish to the 3 licensing agency such reports as the 4 Department may require, including, but 5 not limited to, the following: (1) A written 6 report shall be submitted to the 7 licensing agency and to the person responsible for the resident within seven days of the occurrence of any of the events specified in (A) through (D) below. This report shall include the resident's name, age, sex and date of admission; date and nature of event; attending physician's name, findings, and treatment, if any; and disposition of the case. (D) Any incident which threatens the welfare, safety or health of any resident.. This requirement is not met as evidenced by:	1 Licensee/administrator to ensure written reports shall be submitted to the licensing agency and to the person responsible for the residents and comply with Title 22 Regs. Section 87211. Licensee/Administrator shall develop a written Plan of Correction to ensure compliance with CCR Title 22, Section 87211. Written POC must be submitted to CCL/LPA by POC due date.	1 2 3 4 5 6 7
	8 Based on interviews, records review 9 conducted by Investigator Hector, the 10 Licensee/Administrator did not comply 11 with the section cited above in which 12 the facility failed to report and send all 13 incidents involving R1's falls to CCL 14 which poses a potential health, safety or personal rights risk to residents in care.		8 9 10 11 12 13 14
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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.

<b>NAME OF LICENSING PROGRAM MANAGER:</b>	Lisa Hicks
<b>NAME OF LICENSING PROGRAM ANALYST:</b>	Bennette Pena
<b>LICENSING PROGRAM ANALYST SIGNATURE:</b>	
	<b>DATE:</b> 02/13/2026

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

<b>FACILITY REPRESENTATIVE SIGNATURE:</b>	
	<b>DATE:</b> 02/13/2026