

# Department of SOCIAL SERVICES

*Community Care Licensing*

## *FACILITY EVALUATION REPORT*

**Facility Number:** 198603535

**Report Date:** 03/24/2026

**Date Signed:** 03/24/2026 04:21:46 PM

**Document Has Been Signed on** 03/24/2026 04:21 PM - **It Cannot Be Edited**

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
<b>FACILITY EVALUATION REPORT</b>	

FACILITY NAME:	SANTA ANITA ASSISTED LIVING	FACILITY NUMBER:	198603535
ADMINISTRATOR/DIRECTOR:	JACQUELINE CORTEZ	FACILITY TYPE:	740
ADDRESS:	5600 GRACEWOOD AVENUE	TELEPHONE:	(626) 442-8410
CITY:	TEMPLE CITY	STATE:	CA
CAPACITY:	150	ZIP CODE:	91780
TYPE OF VISIT:	Case Management - Other	CENSUS:	143
		DATE:	03/24/2026
		UNANNOUNCED TIME VISIT/INSPECTION BEGAN:	02:41 PM
MET WITH:	Jacqueline Cortez, Executive Director	TIME VISIT/INSPECTION COMPLETED:	04:30 PM

### NARRATIVE

1 Licensing Program Analyst (LPA), Mayra Cota, conducted an unannounced Case Management – Other  
2 visit today to address second level appeals received by the department. LPA met with Jacqueline Cortez,  
3 Executive Director, and the reason for the visit was explained.  
4  
5 The appeals stem from a Required-1 year visit conducted by LPA Cota on 7/17/2025 in which  
6 deficiencies were issued for Section 87555(b)(27) General Food Service Requirements and Section  
7 87303(e)(3) Maintenance and Operation.  
8  
9 Review and response to the second level appeals have determined that the citation for Section 87555(b)  
10 (27) General Food Service Requirements has been changed from Type A to Type B deficiency. Civil  
11 Penalty is re-issued for the amount of \$900 for not correcting POC by due date.  
12  
13 Citation for Section 87303(e)(3) Maintenance and Operation has been dismissed.  
14  
15 Exit interviews was conducted with Jacqueline Cortez, Executive Director, and a copy of the report, 809-  
16 D, Civil Penalty (LiC 421FC) form and Appeal Rights was provided. .  
17  
18  
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23  
24  
25

**NAME OF LICENSING PROGRAM MANAGER:** Wei Siew Ho

**NAME OF LICENSING PROGRAM ANALYST:** Mayra Cota

**LICENSING PROGRAM ANALYST SIGNATURE:**


DATE: 03/24/2026

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

**FACILITY REPRESENTATIVE SIGNATURE:**


DATE: 03/24/2026

**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: Mayra Cota On 03/24/2026 at 02:45 PM**  
**Link to Parent Document Below:**

<p>STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY</p> <p><b>FACILITY EVALUATION REPORT (Cont)</b></p>	<p>CALIFORNIA DEPARTMENT OF SOCIAL SERVICES          COMMUNITY CARE LICENSING DIVISION          , 1000 CORPORATE CNTR DR. ST 500          MONTEREY PARK, CA 91754</p>
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**FACILITY NAME:** SANTA ANITA ASSISTED LIVING

**FACILITY NUMBER:** 198603535

**DEFICIENCY INFORMATION FOR THIS PAGE:**

**VISIT DATE:** 03/24/2026

Deficiency Type POC Due Date / Section Number	DEFICIENCIES	PLAN OF CORRECTIONS(POCs)
<p>Type B 07/25/2025 Section Cited CCR 87555(b)(27)</p>	<p>1 General Food Service Requirements                  2 (b) The following food service                  3 requirements shall apply: (27) All                  4 kitchen areas shall be kept clean and                  5 free of litter, rodents, vermin and                  6 insects.                  7 This requirement is not met as                  evidenced by: Based on observation on                  7/17/25,</p>	<p>1 Licensee will contract services for pest                  2 control to alleviate the presence of                  3 cockroaches. Licensee shall closely                  4 monitor the cockroach issue and have                  5 the pest control company treat the                  6 facility. Licensee will send LPA, invoice                  7 of pest control services by POC due                  date. POC is cleared.</p>
	<p>8 the licensee did not comply with the                  9 section cited above in that several live                  10 cockroaches were observed in the                  11 dishwashing area of the kitchen during                  12 visit, which poses a potential health,                  13 safety or personal rights risk to persons                  14 in care.</p>	

**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</b>	Wei Siew Ho
<b>MANAGER:</b>	
<b>NAME OF LICENSING PROGRAM</b>	Mayra Cota
<b>ANALYST:</b>	

**LICENSING PROGRAM ANALYST SIGNATURE:**



**DATE:** 03/24/2026

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

**FACILITY REPRESENTATIVE SIGNATURE:**



**DATE:** 03/24/2026