

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 306002428
Report Date: 08/13/2026
Date Signed: 08/13/2026 01:11:24 PM

Unfounded

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION ORANGE COUNTY RO, 770 THE CITY DR., SUITE 7100 ORANGE, CA 92868
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on 08/11/2026 and conducted by Evaluator Joseph Alejandro

PUBLIC	COMPLAINT CONTROL NUMBER: 22-AS-20260811100925
FACILITY NAME: FAMILY CARE - EL MAR HOME	FACILITY NUMBER: 306002428
ADMINISTRATOR: VENANZI, RUSSELL	FACILITY TYPE: 740
ADDRESS: 26542 EL MAR DRIVE	TELEPHONE: (949) 589-0145
CITY: MISSION VIEJO	ZIP CODE: 92691
CAPACITY: 6	DATE: 08/13/2026
	UNANNOUNCED TIME BEGAN: 11:06 AM
MET WITH: Russell Venanzi	TIME COMPLETED: 01:15 PM

ALLEGATION(S):

1	Staff are not providing night supervision
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Joseph Alejandro made an unannounced visit to conduct the required
2	10-day visit to begin the investigation into the allegations listed above. LPA met with Administrator
3	Russell Venanzi and explained the reason for the visit. The investigation into the allegation, staff are not
4	providing night supervision, revealed the following. It was reported that there are no staff at the facility at
5	night. No other details were provided regarding this allegation. LPA interviewed 2 staff who reside at the
6	facility. Both staff members reported they are at the facility at night and are on call. Both staff reported
7	that there is a call system so if residents hit their call button it alarms in the staff's rooms and they can go
8	assist the residents in need. LPA verified the signal system works. The facility has 2 stories and staff
9	rooms are upstairs. No residents reside upstairs. LPA interviewed Resident 1 (R1). R1 has been
10	diagnosed with Dementia and could not provide any relevant information about staff at night. Resident 2
11	(R2) declined to be interviewed. Resident 3 (R3) did not respond to LPA's questions. The Administrator
12	reported that staff are on call from 10:00 pm to 6:00 am. both staff members verified this information.
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Unfounded	Estimated Days of Completion:
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SUPERVISORS NAME: Sheila Santos	
LICENSING EVALUATOR NAME: Joseph Alexandre	
LICENSING EVALUATOR SIGNATURE:	DATE: 08/13/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 08/13/2026

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 4
Control Number 22-AS-20260811100925

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COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: FAMILY CARE - EL MAR HOME **FACILITY NUMBER:** 306002428
VISIT DATE: 08/13/2026

NARRATIVE	
1	Title 22, Division 6, California Code of Regulation 87465(a) states, "The following persons providing
2	night supervision from 10:00 p.m. to 6:00 a.m...(1) In facilities caring for less than sixteen (16) residents,
3	there shall be a qualified person on call on the premises." The facility is in compliance with the night
4	supervision regulation 87465(a)(1). The evidence gathered refutes the allegation. Based on the
5	evidence gathered the allegation is deemed unfounded, meaning that the allegation was false, could not
6	have happened and/or is without a reasonable basis. An exit interview was conducted with the
7	Administrator and a copy of the report was provided.
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SUPERVISORS NAME: Sheila Santos	
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LICENSING EVALUATOR SIGNATURE:	DATE: 08/13/2026
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LIC9099 (FAS) - (06/04) Page: 2 of 4	
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ADMINISTRATOR: VENANZI, RUSSELL	FACILITY TYPE: 740
ADDRESS: 26542 EL MAR DRIVE	TELEPHONE: (949) 589-0145
CITY: MISSION VIEJO	ZIP CODE: 92691
CAPACITY: 6	DATE: 08/13/2026
MET WITH: Russell Venanzi	UNANNOUNCED TIME BEGAN: 11:06 AM
	TIME COMPLETED: 01:15 PM

ALLEGATION(S):

1	Staff left resident in soiled clothing
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Joseph Alejandre made an unannounced visit to conduct the required
2	10-day visit to begin the investigation into the allegations listed above. LPA met with Administrator
3	Russell Venanzi and explained the reason for the visit. The investigation into the allegation, staff left
4	resident in soiled clothing , revealed the following. It was reported that staff put Resident 1 (R1) in 2 adult
5	briefs and left R1 in soiled briefs for hours. LPA interviewed R1 who has been diagnosed with Dementia.
6	R1 could not recall any such incidents. LPA interviewed 2 staff members. Both staff members denied the
7	allegation and reported that R1 is not but in 2 briefs and has never been left in soiled briefs. LPA
8	interviewed R1's responsible party who reported they are unaware of any such issues and stated R1 is
9	receiving proper care. LPA interviewed the Administrator who reported that staff do a good job and meet
10	the needs of all residents. LPA called the home health nurse for R1 but they did not respond to LPA's
11	request for an interview. LPA toured the facility. No health and safety concerns observed inside the
12	facility. Resident 2 (R2) declined to be interviewed. Resident 3 (R3) did not respond to LPA's questions.
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Unsubstantiated	Estimated Days of Completion:
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COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: FAMILY CARE - EL MAR HOME	FACILITY NUMBER: 306002428
	VISIT DATE: 08/13/2026

NARRATIVE	
1	Based on the evidence gathered the allegation is deemed unsubstantiated, although the allegation may
2	have happened or is valid, there is no preponderance of evidence to prove the alleged violation did or
3	did not occur. An exit interview was conducted and a copy of the report provided.
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