

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 306006180
Report Date: 04/14/2026
Date Signed: 04/14/2026 11:59:01 AM

Unsubstantiated

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 01/27/2026 and conducted by Evaluator Alvaro Ramirez Jr.

PUBLIC	COMPLAINT CONTROL NUMBER: 22-AS-20260127121507
FACILITY NAME: VIVANTE NEWPORT CENTER	FACILITY NUMBER: 306006180
ADMINISTRATOR:FOOTE, LIANA	FACILITY TYPE: 740
ADDRESS: 850 SAN CLEMENTE DR	TELEPHONE: (760) 547-2863
CITY: NEWPORT BEACH	ZIP CODE: 92660
CAPACITY: 150	DATE: 04/14/2026
	UNANNOUNCED TIME BEGAN: 08:53 AM
MET WITH: Vanessa Valencia-Executive Director	TIME COMPLETED: 12:13 PM

ALLEGATION(S):

1	Residents are not properly schedule for activities according to social factors
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Alvaro Ramirez, Jr. conducted an unannounced visit to deliver findings
2	on the above allegation received on January 27, 2026. LPA was greeted and granted entry into the
3	facility and met with Executive Director (ED) Vanessa Valencia. LPA explained the reason for the visit.
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5	This Department has investigated the complaint alleging that Residents are not properly schedule for
6	activities according to social factors. Regarding the allegation the following was revealed: During the
7	interviews with individuals six of nine individuals interviewed denied the allegation. During the
8	investigation LPA reviewed the Vivante Newport Center activities calendar for Assisted Living and
9	Memory Care dated February 2026. Per activities calendars, the facility schedules activities separately
10	for Assisted Living and Memory Care residents. During the subsequent visit LPA reviewed the activities
11	calendars dated April 14, 2026. Per Assisted Living activities calendar, at 11:00 a.m. it states food and
12	culture. Per Memory Care activities calendar, at 11:00 a.m. it states seated aerobics and stretching.
13	CONTINUED ON LIC9099-C...

Unsubstantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Sheila Santos	
LICENSING EVALUATOR NAME: Alvaro Ramirez Jr.	
LICENSING EVALUATOR SIGNATURE:	DATE: 04/14/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 04/14/2026

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 2
Control Number 22-AS-20260127121507

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COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: VIVANTE NEWPORT CENTER	FACILITY NUMBER: 306006180
	VISIT DATE: 04/14/2026

NARRATIVE	
1	During the interviews with residents, Resident 4 (R4) reported that the residents are provided with activities according to their needs. Per R5, he requested a ping pong table and reported that they got it right away. R6 stated that the residents are placed in activities similar to their needs. During the interviews with staff, Staff 1 (S1) reported that the activities are tailored to the residents' needs. Per S2, the activities are related to the residents likes and dislikes. During the interviews the ED stated that R1 had been complaining about Memory Care residents coming down for activities and/or hanging out in the patio. Per ED, the residents are properly schedule for activities according to their social factors and needs. Based on the information gathered during the investigation and review of documents obtained, LPA is unable to ascertain if the allegation occurred as reported due to conflicting information. Although the allegation may have happened or is valid, there is not a preponderance of the evidence to prove or refute the alleged violations occurred; therefore, this allegation is deemed UNSUBSTANTIATED. For today's visit, there were no citations issued per Title 22, Division 6 of the California Code of Regulations. LPA conducted an exit interview with ED Valencia, and a copy of this report was provided to the facility.
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