

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 315920222
Report Date: 06/18/2026
Date Signed: 06/18/2026 02:39:16 PM

Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION SACRAMENTO NORTH ASC, 9835 GOETHE ROAD, SUITE 100 SACRAMENTO, CA 95827
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on 06/11/2026 and conducted by Evaluator Kevin Mknelly

	COMPLAINT CONTROL NUMBER: 59-AS-20260611102742
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FACILITY NAME:	IVY AT BLUE OAKS, THE	FACILITY NUMBER:	315920222
ADMINISTRATOR:	SWEARINGEN, MICHELLE	FACILITY TYPE:	740
ADDRESS:	275 ROSEVILLE PARKWAY	TELEPHONE:	(916) 432-2878
CITY:	ROSEVILLE	ZIP CODE:	95678
CAPACITY:	157	DATE:	06/18/2026
	STATE: CA	UNANNOUNCED TIME BEGAN:	01:30 PM
	CENSUS: 109	TIME	02:40 PM
MET WITH:	Chad Rogers, ED	COMPLETED:	

ALLEGATION(S):

1	Staff do not serve residents food of good quality..
2	
3	Staff do not assist residents with care in a timely manner.
4	
5	Staff do not adequately communicate with responsible party regarding residents care.
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7	
8	
9	

INVESTIGATION FINDINGS:

1	On 6/18/26, Licensing Program Analyst (LPA) Kevin Mknelly conducted an unannounced complaint
2	investigation visit to deliver the findings for the above allegations and met with executive Director (ED),
3	Chad Rgers.
4	The department received an anonymous complaint which failed to provide specific actionable information
5	(names of those effected, names of staff involved, time line of the allegations or a time period of the
6	alleged events). The reporting party did not provide contact information with which LPA could seek
7	clarifying information.
8	LPA requested documents establishing them as the new ED be submitted to update the facility file.
9	LPA discussed the allegations with the ED and business manager. Neither could identify a resident issue
10	brought to their attention that relates to the allegations.
11	As a result of this investigation, LPA finds allegation to be (US)Unsubstantiated - A finding that the
12	complaint is Unsubstantiated means that although the allegation may have happened or is valid, there is
13	not a preponderance of the evidence to prove that the alleged violation occurred.
	Exit interview with administrator.

Unsubstantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Troy Ordonez	
LICENSING EVALUATOR NAME: Kevin Mknelly	
LICENSING EVALUATOR SIGNATURE:	DATE: 06/18/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 06/18/2026