

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 361800207
Report Date: 08/12/2026
Date Signed: 08/12/2026 10:49:45 AM

Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION SAN BERNARDINO ASC, 1650 SPRUCE ST STE 200 MS29-27 RIVERSIDE, CA 92507
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on 04/28/2026 and conducted by Evaluator Eldin Serrano

PUBLIC	COMPLAINT CONTROL NUMBER: 56-AS-20260428144402
FACILITY NAME: GREEN TREE RESIDENCE LLC	FACILITY NUMBER: 361800207
ADMINISTRATOR:MARTIN VENTRESS JR	FACILITY TYPE: 740
ADDRESS: 13741 BURNING TREE DRIVE	TELEPHONE: (760) 245-2504
CITY: VICTORVILLE	ZIP CODE: 92395
CAPACITY: 6	DATE: 08/12/2026
	UNANNOUNCED TIME BEGAN: 09:15 AM
MET WITH: Maria Ventress, Caregiver	TIME COMPLETED: 11:05 AM

ALLEGATION(S):

1	Licensee convinced resident to sign over all his asset and money prior to residents death.
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INVESTIGATION FINDINGS:

1	On 8/12/2026, Licensing Program Analyst (LPA) Eldin Serrano made an unannounced visit to the facility
2	to deliver the findings of the above allegation. LPA explained the purpose of the visit to caregiver Maria
3	Ventress. The investigation consisted of interviews with staff and record review as well as observation.
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5	Allegation: Licensee convinced resident to sign over all his assets and money prior to the resident's
6	death. - LPA initiated an investigation into the above allegation concerning Resident #1 (R1), who passed
7	away at the facility on 4/21/2023 while under hospice care. LPA interviewed facility representatives and
8	reviewed resident records maintained by the facility. LPA requested information related to body
9	disposition, estate documents, personal financial records, probate involvement, and any indication of
10	facility involvement in resident asset transfer. Based on interviews and review of facility records, LPA
11	found no evidence indicating the licensee or facility staff convinced R1 to sign over R1's assets or money
12	prior to R1's death. Facility records show R1 was responsible for R1's own financial affairs, and the
13	facility did not retain or administer any estate or asset documentation. At this time, the allegation is
	unsubstantiated, as there is insufficient evidence to support that the licensee engaged in financial
	exploitation of the resident.
	*** Continuation in LIC9099C ***

SUPERVISORS NAME: Karen Clemons

LICENSING EVALUATOR NAME: Eldin Serrano

LICENSING EVALUATOR SIGNATURE:

DATE: 08/12/2026

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 08/12/2026

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

LIC9099 (FAS) - (06/04)

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Control Number 56-AS-20260428144402

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

COMPLAINT INVESTIGATION REPORT

(Cont)

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

COMMUNITY CARE LICENSING DIVISION

SAN BERNARDINO ASC, 1650 SPRUCE ST STE 200 MS29-27

RIVERSIDE, CA 92507

FACILITY NAME: GREEN TREE RESIDENCE LLC

FACILITY NUMBER: 361800207

VISIT DATE: 08/12/2026

NARRATIVE

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Based on interviews and record review, the allegation mentioned above is UNSUBSTANTIATED. A finding that the complaint is UNSUBSTANTIATED means although the allegation may have happened or is valid, there is not a preponderance of evidence to prove the alleged violation did or did not occur, therefore the allegation is unsubstantiated at this time.

An exit interview was conducted where this report, LIC9099 and LIC9099C were discussed and provided to caregiver Maria Ventress.

SUPERVISORS NAME: Karen Clemons

LICENSING EVALUATOR NAME: Eldin Serrano

LICENSING EVALUATOR SIGNATURE:

DATE: 08/12/2026

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 08/12/2026