

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 374600890
Report Date: 08/18/2026
Date Signed: 08/18/2026 03:10:43 PM

Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION SAN DIEGO RO, 7575 METROPOLITAN DR. #109 SAN DIEGO, CA 92108
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **05/22/2023** and conducted by Evaluator Tiffany Holmes

	COMPLAINT CONTROL NUMBER: 08-AS-20230522110815
FACILITY NAME: ATRIA COLLWOOD	FACILITY NUMBER: 374600890
ADMINISTRATOR:ARTEAGA, IRMA	FACILITY TYPE: 740
ADDRESS: 5308 MONROE AVE	TELEPHONE: (619) 286-3583
CITY: SAN DIEGO	STATE: CA ZIP CODE: 92115
CAPACITY: 185	CENSUS: 89 DATE: 08/18/2026
	UNANNOUNCEDTIME BEGAN: 02:50 PM
MET WITH: Julia Lopez, Executive Director	TIME COMPLETED: 03:17 PM

ALLEGATION(S):

1	Staff provided medical service to resident in care.
2	Staff does not respect resident's privacy.
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA)Tiffany Holmes arrived at the facility to deliver findings for a complaint
2	investigation. LPA identified herself to, and explained the purpose of the visit and the basic elements of
3	the complaint with Julia Lopez, Executive Director.
4	
5	LPA previously conducted interviews with residents, staff, and outside sources, made observations, and
6	obtained and reviewed pertinent records. LPA Miller conducted the initial visit on 05/31/2023 and
7	conducted a tour of the facility. It was alleged that staff provided medical service to resident in care and
8	staff does not respect resident's privacy. Interviews revealed that istaff denied that staff provided medical
9	service to residents in care and staff does not respect resident's privacy is not true. Interviews revealed
10	that the staff knock on the doors to the resident rooms before entering. Interviews also revealed that
11	there are times that residents think the staff walks in without knocking but ultimately stated the staff could
12	have knocked and they possibly did not hear the staff knocking. Other interviews revealed on 05/31/2023
13	LPA Miller observed a staff knock on a door and the staff waited, knocked again. After no answer, they
	reached for their keys, opened the door and announced themself before walking in. Interviews revealed
	that after the staff exited the room without clothing, the staff locked door and thats when they were
	approached by LPA Miller. Interviews revealed that the staff do not perform medical services to residents.
	Interviews revealed that no reports of staff providing medical services to residents has been reported.

The Department has investigated the above-mentioned allegations and based on interviews, LPA observations, and records review, it was determined that the complaint allegations are Unsubstantiated. The allegation may have happened or is valid, but there is not a preponderance of the evidence to prove that the alleged violation occurred.

An exit interview was conducted with Julia Lopez, Executive Director and a copy of this report along with Licensee/Appeal Rights (LIC 9058 03/22) was provided via email. An electronic email read receipt confirms the documents were received.

Unsubstantiated

Estimated Days of Completion:

SUPERVISORS NAME: Simon Jacob

LICENSING EVALUATOR NAME: Tiffany Holmes

LICENSING EVALUATOR SIGNATURE:

DATE: 08/18/2026

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 08/18/2026

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