

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 374604411
Report Date: 07/01/2026
Date Signed: 07/01/2026 12:25:48 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 **06/24/2026** and conducted by Evaluator Ramin Hashemi

		COMPLAINT CONTROL NUMBER: 08-AS-20260624134830	
FACILITY NAME: LA MAREA SENIOR LIVING		FACILITY NUMBER:	374604411
ADMINISTRATOR: PEREZ, MARIANO		FACILITY TYPE:	740
ADDRESS: 5592 EL CAMINO REAL		TELEPHONE:	(442) 325-3510
CITY: CARLSBAD	STATE: CA	ZIP CODE:	92008
CAPACITY: 125	CENSUS: 108	DATE:	07/01/2026
MET WITH: Executive Director Mariano Perez		UNANNOUNCED TIME BEGAN:	08:20 AM
		TIME COMPLETED:	12:30 PM

ALLEGATION(S):

1	Facility staff did not ensure residents responsible party was provided with detailed monthly invoices for care being provided Facility staff does not maintain financial records for residents in care
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Ramin Hashemi conducted an unannounced visit to initiate and deliver findings for a complaint investigation regarding the above-mentioned allegations. LPA identified themselves and met with Executive Director Mariano Perez, to discuss the purpose of the visit and elements of the complaint. During the visit LPA collected facility records and interviewed staff. On 06/24/26 it was alleged "Facility staff did not ensure residents responsible party was provided with detailed monthly invoices for care being provided". The Department's investigation consisted of unannounced facility visits, review of facility records, interviews with facility staff and LPA direct observations. Regarding the allegation, "Facility staff did not ensure residents responsible party was provided with detailed monthly invoices for care being provided", it was alleged that residents and responsible parties do not receive or have access to financial records. (Continued on LIC9099C, Page 2)
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Unsubstantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Lizzette Tellez	
LICENSING EVALUATOR NAME: Ramin Hashemi	
LICENSING EVALUATOR SIGNATURE:	DATE: 07/01/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 07/01/2026

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 08-AS-20260624134830

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 (Cont)	

FACILITY NAME: LA MAREA SENIOR LIVING	FACILITY NUMBER: 374604411
	VISIT DATE: 07/01/2026

NARRATIVE	
1	Interviews with staff confirmed that monthly invoices are available to residents and responsible parties.
2	S1 was able to demonstrate to the LPA that monthly invoices for family members had been linked to the
3	old management system and were distributing invoices as expected. S1 told the LPA there is a website
4	for families to check itemized charges for resident care. S1 stated the new management company has
5	been diligent about addressing issues brought up to them since they took over at the end of 2025. S1
6	told the LPA that they have been updating the information and requesting family involvement to provide
7	financial records.
8	Records review of the facility's paperwork included notices to responsible parties and families about the
9	changes and paperwork asking them to update the way they want to receive invoices. This corroborates
10	staff interviews
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12	LPA Observed the computer program used to access monthly statements for families with itemized care
13	charges. These observations confirmed staff interviews.
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15	On 06/24/26 it was alleged "Facility staff does not maintain financial records for residents in care" the
16	Department's investigation consisted of unannounced facility visits, review of facility and outside source
17	records, interviews with facility staff and LPA direct observations. Regarding the allegation, "Facility staff
18	does not maintain financial records for residents in care", it was alleged that the facility has no financial
19	records for residents and responsible parties.
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21	Interviews with staff confirmed that financial records for residents from the original management
22	company up to the initial opening of the facility are kept and maintained. S1 stated to the LPA that the
23	facility is currently updating and auditing the finances to reflect unpaid charges and credits to
24	responsible parties of residents.
25	Records review of the facility's financial records included itemized billing and past records dating back to
26	2021/ licensure of the facility. This corroborated staff interviews.
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28	LPA observed the computer program used by staff with financial records documenting resident
29	accounts. These records dated back to the initial opening of the facility. These observations confirmed
30	staff interviews.
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32	Based on interviews, direct LPA observations and records review, a preponderance of evidence does
	not exist to prove that the alleged violations occurred, therefore the allegations are
	UNSUBSTANTIATED. An exit interview was conducted with Executive Director Mariano Perez, to whom
	a copy of this report and the Licensee/Appeal Rights (LIC9058 03/22) were provided.

SUPERVISORS NAME: Lizzette Tellez	
LICENSING EVALUATOR NAME: Ramin Hashemi	
LICENSING EVALUATOR SIGNATURE:	DATE: 07/01/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 07/01/2026