

Department of SOCIAL SERVICES

Community Care Licensing

FACILITY EVALUATION REPORT

Facility Number: 385601116
Report Date: 09/30/2025
Date Signed: 09/30/2025 03:17:29 PM

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STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION SAN BRUNO RO, 851 TRAEGER AVE., SUITE 360 SAN BRUNO, CA 94066
FACILITY EVALUATION REPORT	

FACILITY NAME:	COTERIE CATHEDRAL HILL	FACILITY NUMBER:	385601116
ADMINISTRATOR/DIRECTOR:	MATTHEW TURNER	FACILITY TYPE:	740
ADDRESS:	1001 VAN NESS AVENUE	TELEPHONE:	(415) 915-6615
CITY:	SAN FRANCISCO	STATE:	CA
CAPACITY:	260	ZIP CODE:	94109
TYPE OF VISIT:	Case Management - Incident	CENSUS:	207
		DATE:	09/30/2025
		UNANNOUNCED TIME VISIT/INSPECTION:	02:07 PM
		BEGAN:	
MET WITH:	Matthew Turner	TIME VISIT/INSPECTION:	03:48 PM
		COMPLETED:	

NARRATIVE	
1	On 09/30/2025, Licensing Program Analyst (LPA) Yi Sam Jian conducted a case management visit
2	concerning a report of suspected abuse received on 9/22/25. LPA met with administrator Matthew
3	Turner. LPA explained the purpose of today's visit.
4	
5	Regarding the report, an unknown caller contacted resident R1, pretending to be from the facility and
6	requested a money transfer. R1 provided bank information to the caller, and the money was
7	subsequently transferred. LPA conducted an interview with the Administrator and obtained the following
8	information: the facility submitted an incident report to Community Care Licensing (CCL) for review.
9	According to the admission agreement, R1 and her husband—both residing in assisted living—are listed
10	as the responsible parties. The resident's son accompanied R1 to the facility office to report that she had
11	shared her bank information with an unknown caller. The resident's daughter also contacted the facility
12	to confirm whether the facility had called R1. The facility confirmed that no such call had been made.
13	The daughter then informed the facility that funds had indeed been transferred to the unknown caller.
14	Facility does not contact residents by phone to collect payments, as all payments are handled through
15	an online portal. Residents received scam calls from outside sources. Staff receive annual training on
16	theft and loss prevention. In response to this incident, a scam prevention notice was also sent to all
17	residents. A copy of the police report was not available, and no report number was provided, as R1 filed
18	the report independently. No additional relevant information or documentation was available at the time
19	of the visit.
20	
21	The LPA requested copies of the resident's admission agreement (including the Theft and Loss Program
22	notification), the resident's medical report, care plan, and reassessment. No deficiencies cited today.
23	Report was discussed and a copy of the report is provided.
24	
25	

NAME OF LICENSING PROGRAM MANAGER: Brenda Chan

NAME OF LICENSING PROGRAM ANALYST: Yi Sam Jian

LICENSING PROGRAM ANALYST SIGNATURE:



DATE: 09/30/2025

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

FACILITY REPRESENTATIVE SIGNATURE:



DATE: 09/30/2025

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

FACILITY EVALUATION REPORT California law requires a public report of each licensing visit/inspection. This report is a record for the facility and the licensing agency. This report is available for public review; therefore, care is taken not to disclose personal or confidential information. Inquiries concerning the location, maintenance, and contents of these reports may be directed to the Licensing Program Analyst or Regional Office whose address and telephone number are listed on the front of this form.

DEFICIENCIES A deficiency is an instance of noncompliance with licensing requirements, including applicable statutes, regulations, interim licensing standards, operating standards, and written directives. Applicants/ licensees must be notified in writing of all licensing deficiencies. Deficiencies are listed on the left side of this form, and the applicable licensing requirement upon which the deficiency is identified. There are two types of deficiencies:

- Type A deficiencies are violations of licensing requirements that, if not corrected, have a direct and immediate risk to the health, safety, or personal rights of persons in care.
- Type B deficiencies are violations of licensing requirements that, without correction, could become a risk to the health, safety, or personal rights of persons in care, a recordkeeping violation that could impact the care of said persons and/or protection of their resources, or a violation that could impact those services required to meet the needs of persons in care.

PLANS OF CORRECTION (POCs) The licensing agency is required to establish a reasonable length of time to correct a deficiency. In order to set the time, the licensing agency must take into consideration the seriousness of the violation, the number of persons in care involved, and the availability of equipment and personnel necessary to correct the violation. Applicants/licensees are requested to provide a specific plan for each violation on the right side of the form across from each deficiency. The more specific the plan, the less chance exists for any misunderstanding in setting time limits and reviewing corrections. The applicant/licensee who encounters problems beyond their control in completing the corrections within the specified time frame may request and may be granted an extension of the correction due date by the licensing agency.

CORRECTION NOTIFICATION The applicant/licensee is responsible for completing all corrections and promptly notifying the licensing agency of corrections. Applicants/licensees are advised to keep a dated copy of any correspondence sent to the licensing agency concerning corrections, or if corrections are telephoned to the licensing agency, the date, person contacted, and information given.

CIVIL PENALTIES The licensing agency is required by law to issue a Penalty Notice, when applicable, to all facilities holding a license issued by the licensing agency, or subject to licensure, except Certified Family Homes, Resource Families, and Foster Family Homes, or any governmental entity.

PENALTY NOTICE GIVEN The statement concerning civil penalties serves as a penalty notice on this Licensing Report and failure to correct cited licensing deficiencies will result in civil penalties. Applicants/ licensees are required to pay civil penalties when administrative appeals have been exhausted and in accordance with any payment arrangements made with the licensing agency.

APPEAL RIGHTS The applicant/licensee has a right without prejudice to discuss any disagreement in this report with the licensing agency concerning the proper application of licensing requirements. The applicant/ licensee may request a formal review by the licensing agency to amend or dismiss the notice of deficiency and/ or civil penalty. Requests for review shall be made in writing within 15 business days of receipt of a

deficiency notification or civil penalty assessment. Licensing deficiencies may be appealed pursuant to the procedures in the LIC 9058 Applicant/Licensee Rights.

AGENCY REVIEW The licensing agency review of an appeal may be conducted based upon information provided in writing by the applicant/licensee. The applicant/licensee may request an office meeting to provide additional information. The applicant/licensee will be notified in writing of the results of the agency review within 60 business days of the date when all necessary information has been provided to the licensing agency.

EMAIL REQUIREMENT Adult Community Care Facilities, Residential Care Facilities for the Chronically Ill, and Residential Care Facilities for the Elderly are required to provide and maintain an active email address of record with the licensing agency.