

Department of SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 425850001
Report Date: 07/09/2025
Date Signed: 07/09/2025 03:06:37 PM

Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION CCLD Regional Office, 21731 VENTURA BLVD. #250 WOODLAND HILLS, CA 91364
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **07/01/2025** and conducted by Evaluator Kristin Kontilis

	COMPLAINT CONTROL NUMBER: 29-AS-20250701164159
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FACILITY NAME: VILLA ALAMAR	FACILITY NUMBER: 425850001
ADMINISTRATOR: LEICHTER, MITCH	FACILITY TYPE: 740
ADDRESS: 45 E ALAMAR AVE	TELEPHONE: (805) 682-9345
CITY: SANTA BARBARA	ZIP CODE: 93105
CAPACITY: 43	DATE: 07/09/2025
	UNANNOUNCED TIME BEGAN: 10:30 AM
MET WITH: Yesenia Leon, Director of Resident Services	TIME COMPLETED: 03:30 PM

ALLEGATION(S):

1	Facility staff are inappropriately restraining a resident.
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Kristin Kontilis conducted an unannounced 10-day complaint
2	investigation based on the above stated allegation. LPA met with Yesenia Leon, Director of Residential
3	Care and explained the purpose of the visit. Ingrid Estrella, Executive Associate was also present during
4	the visit.
5	During today's visit, LPA obtained documents pertaining to the allegation, conducted interviews with staff,
6	and conducted a tour of the facility.
7	On the allegation, facility staff are inappropriately restraining residents, concern was brought to
8	Community Care Licensing Division's (CCLD's) attention that residents are being improperly restrained.
9	Interviews conducted revealed the facility has a "No Restraint" policy. Restraint training is provided to
10	staff at the time of hire and an "Annual Restraint In-Service" is conducted annually, most recently in May
11	2025.
12	Interviews conducted revealed staff are knowledgeable about the "no restraint" policy and adhere to the
13	policy. Staff interviewed stated they have never witnessed a resident being improperly restrained and if they did, they would immediately let the staff know it is not allowed, per facility policy. Interviews

conducted
Please continue to 9099-C, Pg 2.

Unsubstantiated

Estimated Days of Completion:

NAME OF LICENSING PROGRAM MANAGER: Kelly Burley
NAME OF LICENSING PROGRAM ANALYST: Kristin Kontilis
LICENSING PROGRAM ANALYST SIGNATURE:

DATE: 07/09/2025

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 07/09/2025

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 29-AS-20250701164159

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING DIVISION
CCLD Regional Office, 21731 VENTURA BLVD.
#250
WOODLAND HILLS, CA 91364

COMPLAINT INVESTIGATION REPORT (Cont)

FACILITY NAME: VILLA ALAMAR

FACILITY NUMBER: 425850001

VISIT DATE: 07/09/2025

NARRATIVE

1 revealed staff are aware the dining areas have limited space and stay observant of residents'
2 movements to leave the table or come back to the table during mealtime.
3 Record review revealed there is always staff presence in the dining areas at the time meals are being
4 served.
5 At approximately 11:40 am to 12:15 pm, LPA toured the facility including the facility's three dining areas.
6 LPA observed two staff members in each dining area with residents sitting at tables throughout each
7 dining area.
8 Based on observation, record review, and interviews conducted, the allegation that facility staff are
9 inappropriately restraining residents is Unsubstantiated at this time.
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11 Exit interview conducted. No deficiencies noted. Copy of report issued at the time of the visit.
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NAME OF LICENSING PROGRAM ANALYST: Kristin Kontilis
LICENSING PROGRAM ANALYST SIGNATURE:

DATE: 07/09/2025

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