<meta name="robots" content="noindex">

Department of

SOCIAL SERVICES

Community Care Licensing

FACILITY EVALUATION REPORT

Facility Number: 435202937
Report Date: 05/05/2026
Date Signed: 05/05/2026 12:13:48 PM

Document Has Been Signed on 05/05/2026 12:13 PM **- It Cannot Be Edited**

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY **FACILITY EVALUATION REPORT**	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION CENTRAL COAST CR/RES, 2580 N. FIRST STREET, STE. 350 SAN JOSE, CA 95131

FACILITY NAME:	WATERMARK AT SAN JOSE, THE		FACILITY NUMBER:	435202937
ADMINISTRATOR/ DIRECTOR:	HIGGINS, JOLIE		FACILITY TYPE:	740
ADDRESS:	1017 S BASCOM AVE		TELEPHONE:	(520) 797-4000
CITY:	SAN JOSE	STATE: CA	ZIP CODE:	95128
CAPACITY: 205		CENSUS:	DATE:	05/05/2026
TYPE OF VISIT:	Case Management - Deficiencies	UNANNOUNCED	TIME VISIT/ INSPECTION BEGAN:	12:00 PM
MET WITH:	Jolie Higgins		TIME VISIT/ INSPECTION COMPLETED:	01:30 PM

NARRATIVE

On 05/05/2026, LPA Maria (Mita) Partoza, conducted an unannounced case management visit to address the deficiency that was observed on 09/12/2026, during a complaint investigation. LPA met with current executive director/administrator Jolie Higgins and stated the purpose of the visit.

Based on observations and interviews, during the initial inspection conducted on 09/12/25, LPA observed ice accumulation on the freezer floor creating a slippery surface, indications that maintenance of the freezer unit was needed. Photographs were taken at the time of observation. LPA observed used rags on the food preparation area and an open trash bin. LPA checked and observed that the refrigerator temperature was at 50 degrees Fahrenheit, which exceeds the required range for safe food storage. The freezer temperature was measured at 0 degrees Fahrenheit, which is within regulatory range. LPA interviewed 2 kitchen staff (KS), 1 out of 2 staff stated that there was a call out and had to pull a double shift. 1 out of 2 staff stated, 2 people work in the kitchen. **2 kitchen staff (KS1 and KS2)**

During the follow-up inspection on 11/05/2025, 02/24/26 and today's visit 04/16/2026, LPA observed the refrigerator and freezer within appropriate temperature ranges, floors free of debris, no safety hazards, trash stored in a designated outdoor area not conducive to pest activity, and kitchen access are limited to kitchen staff. Adequate staffing was observed. The conditions observed on 09/12/25 were not observed during the follow-up inspection on 11/05/2025, 02/24/2026 and during today's 04/17/2026.

NAME OF LICENSING PROGRAM MANAGER: Romeo Manzano
NAME OF LICENSING PROGRAM ANALYST: Maria Partoza

LICENSING PROGRAM ANALYST SIGNATURE:

DATE: 05/05/2026

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 05/05/2026

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.

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY **FACILITY EVALUATION REPORT (Cont)**	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION CENTRAL COAST CR/RES, 2580 N. FIRST STREET, STE. 350 SAN JOSE, CA 95131

FACILITY NAME: WATERMARK AT SAN JOSE, THE **FACILITY NUMBER:** 435202937

VISIT DATE: 05/05/2026

NARRATIVE

On 05/05/2026, LPA conducted additional interviews with kitchen staff (KS3 and KS4) who stated that they clean the kitchen floor. The trash bins are washed by the dishwashers who takes out the garbage at least once or two times a day or as necessary and as needed, if there are spills observed under the bins when the liners are taken out the kitchen staff (dishwashers) washes and sanitizes the bins right away.

The used rags are put in the green bin outside of the kitchen door and trash are dumped in the dumpster. The freezer have been addressed and they regularly clean the freezer to remove the ice accumulations.
The freezer maintenance person have checked and put new seals on the freezer to ensure that no ice is seeps through the door and cause a slippery floor. The temperature of the freezer is now at 40 degree F. Repairs to the refrigerator and freezer was addressed in November of 2025, and January of 2026, to ensure food safety.

A technical assistance was provided to the current Executive Director/Administrator (ED/ADM) Jolie Higgins and to Executive Chef Cindy Padilla to monitor the temperature of the refrigerator and freezer according to prior observations.

No deficiencies were cited during today's visit and a copy of the report was provided to ED/ADM Jolie Higgins.

NAME OF LICENSING PROGRAM MANAGER: Romeo Manzano
NAME OF LICENSING PROGRAM ANALYST: Maria Partoza
LICENSING PROGRAM ANALYST SIGNATURE:
DATE: 05/05/2026

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

FACILITY REPRESENTATIVE SIGNATURE:
DATE: 05/05/2026