

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 502701450
Report Date: 08/21/2025
Date Signed: 08/22/2025 03:29:59 PM

Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION SACRAMENTO SOUTH ASC, 9835 GOETHE ROAD, SUITE 100 SACRAMENTO, CA 95827
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **05/23/2025** and conducted by Evaluator Jason Lund

	COMPLAINT CONTROL NUMBER: 27-AS-20250523150712
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FACILITY NAME: CASA DE MODESTO	FACILITY NUMBER: 502701450
ADMINISTRATOR: ISSAKHANI, STEPHANY	FACILITY TYPE: 740
ADDRESS: 1745 EL DENA WAY	TELEPHONE: (925) 594-1122
CITY: MODESTO	STATE: CA ZIP CODE: 95350
CAPACITY: 160	CENSUS: 90 DATE: 08/21/2025
MET WITH: Program Coordinator Anita Mishra	UNANNOUNCED TIME BEGAN: 11:00 AM
	TIME COMPLETED: 03:30 PM

ALLEGATION(S):

1	Staff do not prevent residents from using illegal drugs
2	Staff are not properly cleaning resident bedrooms
3	Staff do not keep resident rooms free from odor
4	Licensee does not ensure enough staff are present to meet the needs of residents
5	Facility staff are leaving residents soiled for an extended period of time
6	Staff are not properly supervising residents who may be a fall risk
7	Staff are not dispensing medication as prescribed
8	Staff are not providing adequate laundry services for residents
9	Staff are not meeting resident bathing needs
	Staff are not providing adequate food service
	Staff do not intervene between resident verbal interactions
	Staff blocks exit doors presenting a hazard to residents

INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Jason Lund arrived unannounced to complete a complaint investigation
2	regarding the above allegations. LPA Lund met with Program Coordinator Anita Mishra and explained the
3	reason for the visit. Census: 90
4	Staff do not prevent residents from using illegal drugs - LPA Lund reviewed facility records, interviewed
5	staff, and residents in care. Based on facility records reviewed, interviews with staff, and residents in
6	care. LPA Lund has made fourteen unannounced visits to the facility from 2/12/2024 through 8/21/2025
7	has never observed any residents in care using illegal drugs. Staff interviewed stated that they never
8	observed any residents in care using illegal drugs and if observed would notify management immediately.
9	Residents interviewed stated that they never seen any residents in care using illegal drugs.
10	
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12
13

Unsubstantiated

Estimated Days of Completion: 90

NAME OF LICENSING PROGRAM MANAGER: Lisa Rios
NAME OF LICENSING PROGRAM ANALYST: Jason Lund
LICENSING PROGRAM ANALYST SIGNATURE:

DATE: 08/21/2025

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 08/21/2025

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 27-AS-20250523150712

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING DIVISION
SACRAMENTO SOUTH ASC, 9835 GOETHE ROAD, SUITE 100
SACRAMENTO, CA 95827

**COMPLAINT INVESTIGATION REPORT
(Cont)**

FACILITY NAME: CASA DE MODESTO

FACILITY NUMBER: 502701450

VISIT DATE: 08/21/2025

NARRATIVE

1 Based on reviewed facility records, interviews with staff, and residents in care, on the information
2 provided, it was unclear if staff do not prevent residents from using illegal drugs, therefore the allegation
3 was deemed UNSUBSTANTIATED.
4
5 Staff are not properly cleaning resident bedrooms - LPA Lund reviewed facility records and observed
6 residents' rooms, interviewed staff, and residents in care. LPA Lund reviewed housekeeper schedules
7 and housekeepers work at the facility from 6:00 am through 6:30 pm throughout the week. Housekeeper
8 clean memory care rooms daily and assisted side weekly in less needed. LPA Lund observed rooms in
9 memory care and in assisted care to be clean and in compliance. Staff interviewed stated if a resident's
10 room needs attention either housekeeping or care staff will clean the room. Residents interviewed stated
11 that their rooms are cleaned with the help of staff.
12
13 Based on reviewed facility records, interviews with staff and residents in care, on the information
14 provided, it was unclear if staff are not properly cleaning resident bedrooms, therefore the allegation was
15 deemed UNSUBSTANTIATED.
16
17 Staff do not keep resident rooms free from odor – LPA Lund reviewed facility records and observed
18 residents' rooms, interviewed staff, and residents in care. LPA Lund reviewed housekeeper schedules
19 and housekeepers work at the facility from 6:00 am through 6:30 pm throughout the week. Housekeeper
20 clean memory care rooms daily and assisted side weekly in less needed. LPA Lund observed rooms in
21 memory care and in assisted care to be free from odor and in compliance. Staff interviewed stated if a
22 resident's room needs attention either housekeeping or care staff will clean the room. Residents
23 interviewed stated that their rooms are cleaned with the help of staff.
24
25 Based on reviewed facility records, interviews with staff and residents in care, on the information
26 provided, it was unclear if Staff do not keep resident rooms free from odor, therefore the allegation was
27 deemed UNSUBSTANTIATED.
28
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32

NAME OF LICENSING PROGRAM MANAGER: Lisa Rios
NAME OF LICENSING PROGRAM ANALYST: Jason Lund
LICENSING PROGRAM ANALYST SIGNATURE:

DATE: 08/21/2025

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FACILITY REPRESENTATIVE SIGNATURE:

DATE: 08/21/2025

Control Number 27-AS-20250523150712

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY COMPLAINT INVESTIGATION REPORT (Cont)	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION SACRAMENTO SOUTH ASC, 9835 GOETHE ROAD, SUITE 100 SACRAMENTO, CA 95827
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FACILITY NAME: CASA DE MODESTO

FACILITY NUMBER: 502701450

VISIT DATE: 08/21/2025

NARRATIVE	
1	Licensee does not ensure enough staff are present to meet the needs of residents – LPA Lund reviewed
2	facility records, interviewed staff, and residents in care. Based on staff schedules from 3/30/25 through
3	8/20/25 the revealed staff to be consistently residents in care on duty. LPA Lund interviewed residents in
4	care who stated that their needs are being met. Staff interviewed stated that there is adequate staff to
5	meet the needs of the residents in care.
6	
7	Based on facility records reviewed, interviews with staff, and residents in care, on the information
8	provided, it was unclear if licensee does not ensure enough staff are present to meet the needs of
9	residents, therefore the allegation was deemed UNSUBSTANTIATED.
10	
11	Facility staff are leaving residents soiled for an extended period of time- LPA Lund reviewed facility
12	records, interviewed staff and residents in care. Staff are trained to ask residents in care about bathroom
13	checks every two hours in less residents in care need to be checked sooner. Staff interviewed stated
14	they have sufficient time to make sure that residents in care are changed. Residents interviewed stated
15	that staff ask about bathroom needs and help when needed.
16	
17	Based on reviewed facility records, interviews with staff, and residents in care, on the information
18	provided, it was unclear if facility staff are leaving residents soiled for an extended period of time,
19	therefore the allegation was deemed UNSUBSTANTIATED.
20	
21	Staff are not properly supervising residents who may be a fall risk- LPA Lund reviewed facility records,
22	interviewed staff, and residents in care. Staff have had an in-service training (Preventing falls in
23	facilities) dated 4/16/2025. The facility does two-hour bedroom checks and sooner if needed for all
24	residents in care. Staff interviewed stated they have been trained in how to help prevent residents in
25	care from falling. Residents interviewed stated that staff are great about reminders about using the
26	restroom and if they needed help with getting up.
27	
28	Based on reviewed facility records, interviews staff and residents in care, on the information provided, it
29	was unclear if staff are not properly supervising residents who may be a fall risk, therefore the allegation
30	was deemed UNSUBSTANTIATED.
31	
32	

NAME OF LICENSING PROGRAM MANAGER: Lisa Rios NAME OF LICENSING PROGRAM ANALYST: Jason Lund LICENSING PROGRAM ANALYST SIGNATURE:	DATE: 08/21/2025
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FACILITY REPRESENTATIVE SIGNATURE:	DATE: 08/21/2025
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Control Number 27-AS-20250523150712

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY COMPLAINT INVESTIGATION REPORT (Cont)	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION SACRAMENTO SOUTH ASC, 9835 GOETHE ROAD, SUITE 100 SACRAMENTO, CA 95827
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FACILITY NAME: CASA DE MODESTO

FACILITY NUMBER: 502701450

VISIT DATE: 08/21/2025

NARRATIVE	
1	Staff are not dispensing medication as prescribed- LPA Lund reviewed facility records, interviewed staff,
2	and residents in care. Based on reviewed facility paperwork each Med Tech takes ten courses from
3	Advanced Healthcare studies on how to work with medications for the facility. Each staff member must
4	have this training before working with residents medications. Staff interviewed stated that they have

5 procedures on how to work with residents regarding medications. Residents interviewed stated that they
 6 take the medications that staff provide to them.
 7
 8 Based on facility records reviewed, interviews with staff, and residents in care, on the information
 9 provided, it was unclear if staff are not dispensing medication as prescribed, therefore the allegation was
 10 deemed UNSUBSTANTIATED.
 11
 12 Staff are not providing adequate laundry services for residents- LPA Lund reviewed facility records,
 13 interviewed staff, and residents in care. Based on reviewed facility paperwork each resident in care has
 14 laundry days. Staff interviewed stated if a resident in care needs something washed before their laundry
 15 day staff will wash it. Residents interviewed stated that their laundry is done by staff and has had no
 16 problems.
 17
 18 Based on facility records reviewed, interviews with staff, and residents in care, on the information
 19 provided, it was unclear if staff are not providing adequate laundry services for residents, therefore the
 20 allegation was deemed UNSUBSTANTIATED.
 21
 22 Staff are not meeting resident bathing needs- Based on facility records review, interviews with staff, and
 23 residents in care. Facility records indicate that residents did get their scheduled showers if they need the
 24 help of staff, if a resident is independent they can take showers when they want to. Each resident who
 25 needs assistance has a scheduled shower day that staff will assist them with. Staff interviewed state that
 26 residents in the care get showers twice a week or as necessary. Residents interviewed, state they did
 27 get showers twice a week or as necessary.
 28
 29 Based on facility records review, interviews with staff and residents in care, the information provided; it
 30 was unclear if staff are not meeting resident bathing needs, therefore the allegation was deemed
 31 UNSUBSTANTIATED.
 32

NAME OF LICENSING PROGRAM MANAGER: Lisa Rios
NAME OF LICENSING PROGRAM ANALYST: Jason Lund
LICENSING PROGRAM ANALYST SIGNATURE: _____ **DATE:** 08/21/2025

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FACILITY REPRESENTATIVE SIGNATURE: _____ **DATE:** 08/21/2025

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY COMPLAINT INVESTIGATION REPORT (Cont)	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION SACRAMENTO SOUTH ASC, 9835 GOETHE ROAD, SUITE 100 SACRAMENTO, CA 95827
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FACILITY NAME: CASA DE MODESTO **FACILITY NUMBER:** 502701450
VISIT DATE: 08/21/2025

NARRATIVE

1 Staff are not providing adequate food service- LPA Lund reviewed facility records, interviewed staff, and
 2 residents in care. Based on review of the facility menu March 3, 2025, through May 17, 2025. LPA's
 3 Lund observation of 2- day supply of perishable food and 7- day supply of non-perishable food is in
 4 compliance. Residents interviewed stated that they the facility is providing adequate food for them. Staff
 5 interviewed stated that residents have not complained about the food being served at the facility.
 6
 7 Based on records reviewed, interviews with staff, and residents in care, on the information provided, it
 8 was unclear if facility staff are not providing adequate food service, therefore the allegation was deemed
 9 UNSUBSTANTIATED.
 10
 11 Staff do not intervene between resident verbal interactions- LPA Lund reviewed facility records,
 12 interviewed staff, and residents in care. Staff have had, in-service training (Challenging Behaviors and
 13 dementia) along with the initial 6 hour and 40 minutes with Care Academy training on how to work with
 14 the residents in care. Staff interviewed stated that when residents are have a disagreement they
 15 intervene with asking them a question and if that doesn't work they notify management immediately to
 16 help. Residents interviewed stated that staff are great and help them when they need it.
 17
 18 Based on reviewed facility records, interviews with staff, and residents in care, on the information
 19 provided, it was unclear if staff do not intervene between resident verbal interactions, therefore the

20 allegation was deemed UNSUBSTANTIATED.

21

22 Staff blocks exit doors presenting a hazard to residents- LPA Lund reviewed facility records and
23 interviewed staff. Based on facility records reviewed and interviews with staff. LPA Lund has made
24 fourteen unannounced visits to the facility from 2/12/2024 through 8/21/2025 has never observed any
25 exit doors being blocked. Staff interviewed stated that they never observed exit doors being blocked.

26

27 Based on reviewed facility records and interviews with staff, on the information provided, it was unclear
28 if staff blocks exit doors presenting a hazard to residents-, therefore the allegation was deemed
29 UNSUBSTANTIATED.

30

31 As a result of this investigation, this Department finds the allegation to be UNSUBSTANTIATED. A
32 complaint allegation finding of Unsubstantiated means that although the allegation may have happened
or is valid, there is not a preponderance of the evidence to prove that the alleged violation occurred. Exit
interview conducted and report left.

NAME OF LICENSING PROGRAM MANAGER: Lisa Rios

NAME OF LICENSING PROGRAM ANALYST: Jason Lund

LICENSING PROGRAM ANALYST SIGNATURE:

DATE: 08/21/2025

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FACILITY REPRESENTATIVE SIGNATURE:

DATE: 08/21/2025