

Department of SOCIAL SERVICES

Community Care Licensing

FACILITY EVALUATION REPORT

Facility Number: 075600335
Report Date: 08/07/2025
Date Signed: 08/07/2025 02:10:35 PM

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STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION OAKLAND ASC, 1515 CLAY STREET, STE. 310 OAKLAND, CA 94612
FACILITY EVALUATION REPORT	

FACILITY NAME: REUTLINGER COMMUNITY, THE	FACILITY NUMBER: 075600335
ADMINISTRATOR/MAMMAD, JULIE DIRECTOR:	FACILITY TYPE: 741
ADDRESS: 4000 CAMINO TASSAJARA	TELEPHONE: (925) 648-2800
CITY: DANVILLE	STATE: CA ZIP CODE: 94526
CAPACITY: 120	CENSUS: 74 DATE: 08/07/2025
TYPE OF VISIT: Case Management - Incident	UNANNOUNCED TIME VISIT/INSPECTION 01:00 PM
MET WITH: Resident Care Director, Nelsa Alferos	BEGAN: TIME VISIT/INSPECTION 02:30 PM
	COMPLETED:

NARRATIVE	
1	On 8/7/2025 at 1:00PM, Licensing Program Analyst (LPA) A Gomez arrived unannounced to conduct a
2	case management visit in regards to incident report received on 8/5/2025. LPA met with Resident Care
3	Director, Nelsa Alferos and explained the reason for the visit.
4	
5	Based on the incident report received on 8/5/2025, resident (R1) eloped from the facility.
6	
7	During visit, LPA reviewed R1's file including medical assessment, physician's notification, and care
8	plan. R1's physicians report stated that they can not leave unassisted. Resident Care Director (RCD)
9	states that S1 disabled the wander guard alarm when they saw R1 outside because they thought they
10	were being picked up by family because there was a car in front of the facility. However R1 was not
11	being picked up and required assistance. S1 does not provide care to residents and has since been
12	informed not interact with residents. RCD states that R1 did have a wander guard. R1 was located and
13	returned unharmed and has since been moved to memory care. Police and responsible party notified.
14	
15	The deficiency was observed (see LIC 809D) and cited from the California Code of Regulation,
16	Title 22. Failure to correct the deficiency may result in civil penalties.
17	
18	
19	Exit interview conducted. A copy of this report and appeal rights provided.
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21	
22	
23	
24	
25	

NAME OF LICENSING PROGRAM MANAGER: Yvonne Flores-Larios

NAME OF LICENSING PROGRAM ANALYST: Alona Gomez

LICENSING PROGRAM ANALYST SIGNATURE:



DATE: 08/07/2025

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

FACILITY REPRESENTATIVE SIGNATURE:



DATE: 08/07/2025

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.

LIC809 (FAS) - (09/23)

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Created By: Alona Gomez On 08/07/2025 at 01:43 PM

Link to Parent Document Below:

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY FACILITY EVALUATION REPORT (Cont)	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION , 1515 CLAY STREET, STE. 310 OAKLAND, CA 94612
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FACILITY NAME: REUTLINGER COMMUNITY, THE

FACILITY NUMBER: 075600335

DEFICIENCY INFORMATION FOR THIS PAGE:

VISIT DATE: 08/07/2025

Deficiency Type POC Due Date / Section Number	DEFICIENCIES		PLAN OF CORRECTIONS(POCs)	
Type A 08/14/2025 Section Cited	1 Facility personnel shall at all times be 2 sufficient in numbers, and competent 3 to provide the services necessary to 4 meet resident needs...require such 5 additional staff for the provision of 6 adequate services. 7 This requirement is not met as evidence by:			
	8 Based on report of resident with 9 physicians report that states resident 10 can not leave unassisted eloping 11 from facility because the staff were 12 not competent in their condition and 13 disarmed the wander guard when 14 the resident exited the facility unassisted the above regulation was not met which posed an immediate safety risk to person in care.	8 9 10 11 12 13 14		
	1 2 3 4 5 6 7			
	1 2 3 4 5 6 7			

Failure to correct the cited deficiency(ies), on or before the Plan of Correction (POC) due date, may result in a civil penalty assessment.

NAME OF LICENSING PROGRAM MANAGER:	Yvonne Flores-Larios
NAME OF LICENSING PROGRAM ANALYST:	Alona Gomez
LICENSING PROGRAM ANALYST SIGNATURE:	
	DATE: 08/07/2025

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

FACILITY REPRESENTATIVE SIGNATURE:	
	DATE: 08/07/2025