

Department of

**SOCIAL SERVICES**

*Community Care Licensing*

***FACILITY EVALUATION REPORT***

**Facility Number:** 079201116

**Report Date:** 03/24/2026

**Date Signed:** 03/24/2026 11:14:49 AM

**Document Has Been Signed on** 03/24/2026 11:14 AM - **It Cannot Be Edited**

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
<b>FACILITY EVALUATION REPORT</b>	

FACILITY NAME: IVY PARK AT SAN RAMON	FACILITY NUMBER: 079201116
ADMINISTRATOR/MORGAN, OREISHA DIRECTOR:	FACILITY TYPE: 740
ADDRESS: 9199 FIRCREST LANE	TELEPHONE: (949) 744-5200
CITY: SAN RAMON	STATE: CA ZIP CODE: 94583
CAPACITY: 162	CENSUS: 158 DATE: 03/24/2026
TYPE OF VISIT: Case Management - Other	UNANNOUNCED TIME VISIT/INSPECTION BEGAN: 10:50 AM
MET WITH: Executive Director, Gilbert Castro	TIME VISIT/INSPECTION COMPLETED: 11:25 AM

**NARRATIVE**

1	On 3/24/2026 at 10:50 AM, Licensing Program Analyst (LPA) A. Gomez arrived unannounced to conduct
2	a Case Management visit. LPA met with Executive Director, Gilbert Castro and explained the purpose of
3	the visit.
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5	While LPA A Gomez was conducting a complaint investigation (15-AS-20250820161102) LPA found
6	through interviews an incident reports that facility is not providing adequate care and supervision. LPA
7	found that on 8/13/2025 R2 entered R1's room without staff knowing during mealtime due to staff not
8	monitoring residents being brought down to dining. LPA interviewed staff (S1) who stated that at the time
9	of the incident "there was not a system in place to ensure the monitoring of residents being brought
10	down to dining and that it was common for residents to wander off." R1 and R2 were both memory care
11	residents.
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13	The deficiency is cited per Title 22 California Code of Regulations and listed on LIC809D. Failure to
14	submit proof of corrections (POC) by plan of correction due date and/or any repeat deficiencies within a
15	12-month period may result in civil penalties.
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17	Exit interview conducted. A copy of this report and appeal rights provided
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**NAME OF LICENSING PROGRAM MANAGER:** Yvonne Flores-Larios  
**NAME OF LICENSING PROGRAM ANALYST:** Alona Gomez

**LICENSING PROGRAM ANALYST SIGNATURE:**


DATE: 03/24/2026

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

**FACILITY REPRESENTATIVE SIGNATURE:**


DATE: 03/24/2026

**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.




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

<b>NAME OF LICENSING PROGRAM</b>	Yvonne Flores-Larios
<b>MANAGER:</b>	
<b>NAME OF LICENSING PROGRAM</b>	Alona Gomez
<b>ANALYST:</b>	
<b>LICENSING PROGRAM ANALYST SIGNATURE:</b>	
	<b>DATE:</b> 03/24/2026

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

<b>FACILITY REPRESENTATIVE SIGNATURE:</b>	
	<b>DATE:</b> 03/24/2026