

**California Department of Social Services**  
Community Care Licensing Division  
Adult and Senior Care Licensing Program

Report Date: 01/15/2016

Regional Office Name & Number	Residential Care Facilities for the Elderly (RCFE) Complaints Received by Month for Years 2013, 2014, & 2015														Average Available LPAs by Year	Average Complaints Received per LPA
	Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total		
RO 8 - Southern California	2015	48	67	57	71	72	67	54	55	58	56	66	51	722	23.25	31.05
	2014	64	51	48	48	40	50	56	39	54	53	38	39	580	23.16	25.04
	2013	57	36	46	64	49	42	54	52	39	45	37	50	571	21.91	26.06
RO 14 - San Francisco Coastal	2015	31	24	31	36	31	36	36	23	19	31	31	30	359	16.30	22.02
	2014	22	22	13	32	24	26	29	30	35	27	23	16	299	17.88	16.72
	2013	33	31	37	25	34	31	20	36	26	35	14	18	340	16.65	20.42
RO 15 - East Bay Delta	2015	37	31	26	41	33	36	31	37	40	37	38	48	435	17.75	24.51
	2014	30	22	30	35	36	31	36	42	42	42	27	39	412	17.41	23.66
	2013	32	20	16	15	29	31	38	32	16	34	26	17	306	14.66	20.87
RO 21 - Northern California	2015	37	40	22	37	35	39	52	36	42	35	24	38	437	16.08	27.18
	2014	38	19	23	33	37	31	35	24	40	39	17	23	359	18.50	19.41
	2013	29	34	31	29	31	44	34	37	40	37	12	23	381	19.58	19.46
RO 22 - Orange County & Inland	2015	35	31	37	37	42	43	49	40	38	30	28	32	442	21.09	20.96
	2014	23	22	17	17	22	24	17	24	21	30	29	19	265	22.00	12.05
	2013	31	21	21	21	28	13	23	15	17	24	11	26	251	22.16	11.33
RO 24 - Sierra Cascade	2015	32	46	24	37	43	44	39	32	32	22	33	27	411	19.50	21.08
	2014	22	25	23	28	31	33	37	33	24	30	25	45	356	19.16	18.58
	2013	24	28	16	31	27	37	33	30	26	50	18	22	342	19.66	17.40
RO 28 - Greater Los Angeles	2015	19	22	37	33	29	36	33	25	44	40	23	32	373	21.00	17.76
	2014	17	18	26	29	23	27	42	31	31	24	21	20	309	21.25	14.54
	2013	24	23	29	17	25	17	23	28	22	31	17	16	272	22.33	12.18
RO 31 - North L.A. & Central Coast	2015	72	64	72	85	54	69	94	70	71	80	78	66	875	23.66	36.98
	2014	57	49	47	60	62	60	68	55	58	73	55	55	699	23.91	29.23
	2013	64	62	63	61	62	55	74	66	68	87	61	59	782	24.75	31.60
Senior Care Program Total	2015	311	325	306	377	339	370	388	318	344	331	321	324	4,054	158.63	25.56
	2014	273	228	227	282	275	282	320	278	305	318	235	256	3,279	163.30	20.08
	2013	294	255	259	263	285	270	299	296	254	343	196	231	3,245	161.72	20.07

\* Complaint Received Data from the FAS Complaints Database Received by Month view 01/15/2016

\* Average Available LPA Data from the COB Boot on the Ground Report 12/23/15