

# AB 424: DHCS Investigation Updates

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## Assemblymember Laurie Davies

### IN BRIEF

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AB 424 is intended to improve the process of receiving updates from the Department of Health Care Services for the individual who filed the complaint. The bill will require notice be provided to the filer by DHCS within 10 days stating it was received. It will then require notice be given to the individual upon closure of the complaint; additionally, they must inform the individual of whether or not the facility was found to be in violation of State statutes.

### THE ISSUE

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In October, 2024, the California State Auditor released their audit on the Department of Health Care Services (DHCS). [Through this audit](#), it was found that of the 60 complaints investigations reviewed by the State Auditor, 22 were found to have taken longer than a year to complete. DHCS has internal guidelines stating it is their goal to complete investigations within 30-60 days. Of course, the amount of complaints received by DHCS can be overwhelming (~1,800 complaints between 2020-2023), and with [more than 1,000 facilities](#) (licensed and unlicensed combined) in the State. However, people who have filed a complaint deserve to know that it was received and when it was closed.

### CURRENT LAW

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Under current state law there is no requirement for the Department of Health Care Services to complete an investigation within a time frame. Under the California Code of Regulations [Title 9 § 10543](#) the Department of Health Care Services is required to assign a complaint to an investigator within ten working days of its receipt. However, it was found that when the 10 day time frame was not met, it would take an average of 183 days for a complaint to be assigned.

### THE SOLUTION

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AB 424 will require that within 10 days of a complaint is made, the DHCS provide a notice to the person who filed it stating that it has been received. It also requires upon closure of the complaint, the individual who filed it is updated and told whether or not the facility was found to be in violation of State Statutes.

### FOR MORE INFORMATION

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