

---

## SENATE COMMITTEE ON APPROPRIATIONS

Senator Anna Caballero, Chair  
2025 - 2026 Regular Session

---

### AB 424 (Davies) - Alcohol and other drug programs: complaints

**Version:** March 19, 2025

**Urgency:** No

**Hearing Date:** July 14, 2025

**Policy Vote:** HEALTH 11 - 0

**Mandate:** No

**Consultant:** Agnes Lee

**Bill Summary:** AB 424 would require the Department of Health Care Services (DHCS) to provide certain notices to persons filing complaints against adult residential alcohol or other drug recovery or treatment facilities, as specified.

**Fiscal Impact:** Unknown ongoing General Fund costs, potentially in the tens of thousands to low hundreds of thousands, for the DHCS for state administration.

**Background:** Adult residential alcohol or other drug recovery or treatment facilities (RTFs) provide residential nonmedical services to adults who are recovering from problems related to alcohol, drug, or alcohol and drug misuse or addiction, and who need alcohol, drug, or alcohol and drug recovery treatment or detoxification services. Current law grants sole authority to DHCS to license RTFs and authorizes the department to initiate a license suspension or revocation for licensing violations. If a facility is operating an RTF without a valid license, current law requires DHCS to conduct a site visit to investigate the allegation.

Upon receiving a complaint, DHCS establishes whether the complaint is within its jurisdiction. If DHCS receives a complaint that does not fall under its jurisdiction, it sends a letter to the complainant informing them that it does not investigate that type of complaint. If the complaint is under DHCS jurisdiction, it is logged, assigned a complaint number, and a high, medium or low-level designation. According to DHCS, complainants will not be automatically notified of the outcome of a complaint. However, a complainant may request the outcome upon closure of the investigation, and a Public Records Act (PRA) request will be initiated on the complainant's behalf.

**Proposed Law:** AB 424 would require that, when DHCS receives a complaint against a licensed RTF, or against a facility operating an RTF without a license, from a member of the public, the DHCS must do both of the following:

- Within 10 days of the date of the complaint, provide notice to the person filing the complaint that the complaint has been received.
- Upon closing the complaint, provide notice to the person filing the complaint that the complaint has been closed and whether the department found the facility to be in violation of existing laws.

**Related Legislation:** AB 492 (Valencia) would require DHCS, upon issuing an RTF license, to notify the city or county. The bill is currently on the Senate floor.

-- END --