

**California Long-Term Care Ombudsman Program  
FFY 2014 Annual Report**

**Advocacy,  
Education,  
and Empowerment  
for Californians  
Living in  
Long-Term Care Facilities**





## Message from the State Long-Term Care Ombudsman

### About the Long-Term Care Ombudsman Program Annual Report

This report describes the activities carried out by the Office of the State Long-Term Care Ombudsman (OSLTCO) and its representatives during Federal Fiscal Year (FFY) 2014.

### The Report:

**Highlights the activities** carried out by the Office, including the outcomes of the local Long-Term Care Ombudsman Programs (LTCOP), which are designated to represent the OSLTCO

**Provides an analysis** of annual complaint data submitted to the U.S. Administration on Aging (AoA) and Administration for Community Living through the National Ombudsman Reporting System (NORS)

**Evaluates the problems** experienced by, and complaints made by, or on behalf of, residents of long-term care (LTC) facilities

**Analyzes the value and efficacy** of LTCOP services to residents, and provides policy, regulatory, and legislative recommendations to improve the quality of life and care of residents living in LTC facilities

This report also conveys the exceptional work of the staff and trained volunteers of California's 35 local LTCOPs and the staff of the OSLTCO. Their combined efforts have made a significant impact on quality of care and systemic improvements, and helped to ensure the personal rights of residents in LTC settings.

A handwritten signature in blue ink, appearing to read "J. Rodrigues".

Joseph Rodrigues  
State Long-Term Care Ombudsman  
July 2016



## MISSION STATEMENT

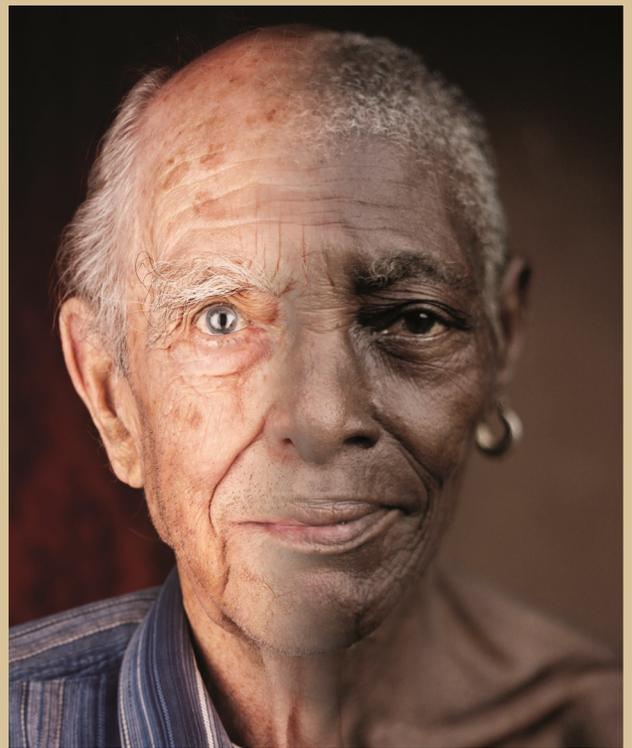
The mission of the Long-Term Care Ombudsman Program is to seek resolution of problems and advocate for the rights of residents of long-term care facilities with the goal of ensuring their dignity, quality of life, and quality of care.

*Dignity*

*Quality of Life*

*Quality of Care*

*Image courtesy of the California Council on Gerontology and Geriatrics*



## LTCOP Principles

The advocacy services offered to Californians who live in long-term care settings are available to any resident on request. There is no charge to residents or their families.

Ombudsman representatives must obtain the consent of residents or their representatives to take action on their behalf. The advocate works at the direction of residents, in recognition of their expressed wishes.

## FFY 2014 Long-Term Care Ombudsman Program Outcomes

### In FFY 2014, the California LTCOP:

**Investigated 39,636 complaints** made by, or on behalf of, residents in LTC facilities

**Resolved or partially resolved 73% of all complaints** received to the satisfaction, or partial satisfaction of the resident or complainant

**Responded to 23,230 calls** made to the statewide toll-free LTCOP CRISISline - callers reported complaints, obtained assistance with urgent problems, and received information about issues such as resident rights and resident care

**Visited 3,326 LTC facilities** during every quarter of the year, not in response to complaints, to observe facility conditions and be available to residents for assistance

**Provided 43,076 individual consultations** on topics such as resident care, Advance Health Care Directives (AHCD), and Ombudsman services, roles and responsibilities

**Completed 12,138 consultations to facility staff** on topics including resident rights, resident care issues, and Ombudsman services, roles and responsibilities

**Conducted 446 training sessions for facility staff** on topics such as elder abuse prevention, mandated abuse reporting, resident rights, and the role of the Ombudsman in skilled nursing facilities (SNF) and residential care facilities for the elderly (RCFE)

**Delivered 552 community education** sessions including elder care events, health fairs, and other presentations to the public

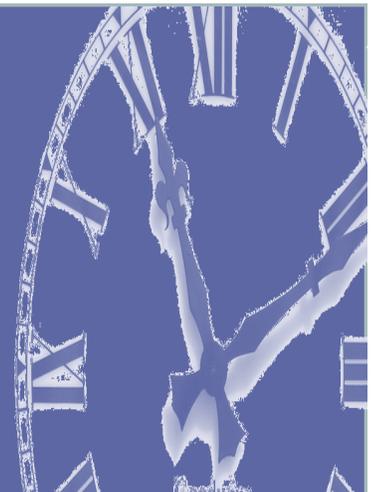
**Supported resident and family self-advocacy** by attending **2,818** resident council meetings and **215** family council meetings, at the request of council members

**Participated in 601 facility surveys** conducted by State licensing agencies by providing information to surveyors and advocating for residents

### VOLUNTEER Commitment to Resident Advocacy in FFY 2014

In FFY 2014, volunteers donated 108,472 hours of their time to help achieve the goals of California's 35 local LTCOPs. The average dollar value of an hour of volunteer time in 2014 was estimated at \$26.34 by the *Independent Sector*, a U.S. non-profit research coalition.

*Using this estimate, 794 volunteers contributed over \$2.84 million worth of service hours, greatly expanding the reach and effectiveness of the statewide program.*



## KEY PROGRAM STATISTICS IN FFY 2014

### LTCOP Funding Sources

<b>Federal Funds</b>	<b>\$4,036,667</b>
<b>State Funds</b>	<b>\$3,537,570</b>
<b>Local Funds</b>	<b>\$1,628,137</b>
<b>TOTAL</b>	<b>\$9,202,374</b>

### California's LTC Facilities

#### LTC Facilities and Licensed Capacities:

**7,550 RCFEs with 176,970 beds**

**1,259 SNFs with 120,401 beds**

#### Combined Count of All LTC Facilities:

**8,809 Facilities with 297,371 beds**

# NORS Major & Minor Complaint Categories and Percentages of All Complaints Received in FFY 2014

## **Resident Rights 37.0%**

Abuse, Access to Information, Admission, Transfer, Discharge, Eviction, Autonomy, Choice, Exercise of Rights, Privacy, Financial, Property

## **Quality of Life 26.9%**

Activities and Social Services, Dietary, Environment

## **Resident Care 22.7%**

Care, Rehabilitation or Maintenance of Function, Restraints - Chemical and/or Physical

## **Facility Administration 3.8%**

Policies, Procedures, Staff Attitudes, Resources, Staffing

## **Complaints Against Others (Not Against Facility) 5.9%**

Certification/Licensing Agency, State Medicaid Agency, System/Others

## **Complaints about Services in Other Settings 3.7%**

Complaints about Services in Settings other than LTC Facilities or by Outside Provider in LTC Facilities (Home care, Hospital or Hospice, Public or other Congregate Housing not providing personal care, and/or services from an Outside Provider)

*Is it just a bed, or is it HOME ?*

*"A nursing home transferred an unpopular resident to another facility without having a legal reason for the transfer. The Ombudsman representative helped the resident appeal the illegal transfer, and she won!"*

*"The facility continued to refuse to re-admit the resident, even after the administrative decision upheld her right to return. The Ombudsman representative persisted, advocating for the resident in order to resolve the impasse. The resident was able to move back to the facility, which she considers her home."*

Shared by WISE and Healthy Aging  
Los Angeles County and City Long-Term Care Ombudsman Program

## Categories of All Abuse Complaints Received in FFY 2014 by Setting and Overall Percentages

Pursuant to **Welfare and Institutions Code section 15600 et seq.**, the California LTCOP receives and investigates reports of suspected dependent adult and elder abuse occurring in LTC facilities. These complaints constituted approximately 18% of all complaints investigated by the California LTCOP.

DESCRIPTION OF ABUSE	SNFs	RCFEs	TOTAL	OVERALL %
Physical Abuse	1,177	466	1,643	23.24
Sexual Abuse	414	150	564	7.98
Verbal/Psychological	599	296	895	12.66
Financial	307	308	615	8.70
Gross Neglect	638	294	932	13.19
Resident to Resident (Physical or Sexual Abuse)	1,938	482	2,420	34.23
<b>CATEGORY TOTALS</b>	5,073	1,996	7,069	100%



### *A Key Activity for Ombudsman Representatives*



*Ombudsman representatives MAINTAIN A PRESENCE in licensed care facilities by making frequent, unscheduled visits to check in with residents, inform new residents about LTCOP advocacy services, offer assistance to individuals with concerns or complaints, and observe facility conditions.*



# Key Long-Term Care Issues and Advocacy in FFY 2014

## ADVOCACY FOR LEGISLATION TO IMPROVE RCFEs

After well-publicized stories about oversight of RCFEs, several bills were introduced in the California Legislature to improve protections for residents.

Lack of strong support for resident councils and residents' rights in current statutes, the ability of poor performers to continue to operate RCFEs, insufficient training for local law enforcement to recognize abuse, and minimal training for administrators of RCFEs have historically weakened protections for residents.

The State Long-Term Care Ombudsman backed improved protections for residents in RCFEs by providing testimony before both Senate and Assembly committees. In 2014, Governor Brown signed four Assembly bills and one Senate bill to increase RCFE provider compliance with residents' unobstructed, and full, exercise of their personal rights. The bills included significant reforms in facility oversight by the California Department of Social Services (CDSS) Community Care Licensing (CCL) Division, increased training hours for facility administrators, and additional mandated training for law enforcement officers in responding to elder and dependent adult abuse.

## ENACTED BILLS

### **AB 1572 (Eggman, Chapter 177, Statutes of 2014)**

Requires every licensed RCFE, at the request of two or more residents, to assist the residents in establishing and maintaining a resident council. The bill authorizes family members, resident representatives, advocates, Ombudsman representatives, facility staff, or others to participate in resident council meetings and activities at the invitation of the council. RCFEs are also required to provide families and resident representatives with information about their right to form family councils and must provide space for meetings and post information about existing family councils. If a family or resident council expresses concerns or suggestions in writing to the facility administration, the administration must respond in writing within 14 calendar days. The bill specifies that failing to meet these requirements is a violation of resident rights and subjects the facility to a civil penalty of \$250 per day until the facility corrects the violation.

### **AB 1899 (Brown, Chapter 700, Statutes of 2014)**

Excludes an RCFE licensee who abandons the RCFE and the residents in care, which results in an immediate and substantial threat to the health and safety of the abandoned residents, from licensure in all facilities licensed by CDSS, without the right to petition for reinstatement.

### **AB 2171 (Wieckowski, Chapter 702, Statutes of 2014)**

Establishes specified rights for residents of RCFEs, including, among other things, to be accorded dignity in their personal relationships with staff, to be granted a reasonable level of personal privacy of accommodations, medical treatment, personal care and assistance, and to confidential treatment of their records and personal information.

# Key Long-Term Care Issues and Advocacy in FFY 2014

## ADVOCACY FOR LEGISLATION TO IMPROVE RCFEs

### ENACTED BILLS

#### **AB 2623 (Pan, Chapter 823, Statutes of 2014)**

Prior to this bill's enactment, the law required every city police officer or deputy sheriff at a supervisory level and below who was assigned field or investigative duties to complete an elder and dependent adult abuse training course certified by the Commission on Peace Officer Standards and Training (POST) within 18 months of assignment to field duties. Prior law also required the POST Commission to consult with the Bureau of Medi-Cal Fraud and Elder Abuse and other subject matter experts when producing new or updated training materials. This bill adds to that list of subjects the legal rights of, and remedies available to, victims of elder or dependent adult abuse. The bill also requires the POST Commission to consult with local adult protective services agencies and the Office of the State Long-Term Care Ombudsman when producing new or updated training materials.

#### **SB 911 (Block, Chapter 705, Statutes of 2014)**

Prior law required an administrator of an RCFE to successfully complete a CDSS-approved certification program before employment that required, among other things, a minimum of 40 hours of classroom instruction on a uniform core of knowledge.

The bill increases the minimum hours of classroom instruction to 80 hours, including 60 hours of in-person instruction, and adds additional topics to the uniform core of knowledge, including the adverse effects of psychotropic drugs for use in controlling the behavior of persons with dementia, managing Alzheimer's disease and related dementias, managing the physical environment, residents' rights, cultural competency and sensitivity to Lesbian, Gay, Bisexual, and Transgender issues, postural supports, restricted health conditions, and hospice care.

This bill also prohibits RCFE licensees, their officers and employees from retaliating against residents or staff for calling 911. The bill requires RCFEs that accept residents with prohibited health conditions to assist the residents to obtain the services of appropriately trained professionals to ensure the residents receive care.

### *A Loss of Dignity and Trust...*

*"During an unannounced visit to a small RCFE, an Ombudsman representative discovered a resident with dementia who had been moved from his private room into a storage closet. The Ombudsman representative reported the licensee to the CDSS Community Care Licensing Division, and also testified in small claims court on behalf of the resident to help his daughter recover her father's money from the RCFE operators."*

Shared by WISE and Healthy Aging

Los Angeles County and City Long-Term Care Ombudsman Program

# Key Long-Term Care Issues and Advocacy in FFY 2014

## OVERMEDICATION AND MISUSE OF ANTIPSYCHOTIC MEDICATIONS

**Some physicians inappropriately prescribe antipsychotic drugs to residents who have dementia. Instead of using person-centered strategies to address behaviors related to dementia, facility staff and families have often asked physicians to prescribe drugs to manage agitation and other behaviors.**

When prescribed for residents with dementia, antipsychotic drugs may have serious implications, including loss of independence, over-sedation, confusion, falls, or even death. Across the United States, organized efforts by residents, families, advocates, health care providers and others are targeting the alarmingly high rates of antipsychotic drugs prescribed for residents in SNFs, and are working to eliminate the problem.

Facility staff and prescribers need education and training to become more aware of alternatives to antipsychotic medication. Consumers and families also need to understand the dangers of these drugs and that there are alternatives available.

In June of 2012, the OSLTCO collaborated with other key stakeholders to form the *California Partnership to Improve Dementia Care and Antipsychotic Medication Reduction in Nursing Homes*. The Partnership developed an action plan to implement the Centers for Medicare and Medicaid Services' (CMS) initiative to reduce the inappropriate use of antipsychotic medications among nursing home residents with dementia.

The OSLTCO and local LTCOPs are continuing work to improve dementia care through each of the four key areas identified in the Partnership's action plan: Education, Consumer Awareness, Enforcement, and Informed Consent.

During FFY 2014, OSLTCO staff identified consumer and provider tools and resources for posting to the Partnership webpage. The OSLTCO also hosted a webinar and an in-person training session for Ombudsman representatives on recognizing the inappropriate use of antipsychotics and Ombudsman strategies to resolve this problem. Additionally, the OSLTCO is continuing to collaborate with other stakeholders to develop best practices and clear industry standards for obtaining informed consent.

### *Progress to a Nationwide Goal*

In 2011, the prevalence of antipsychotic use for long-stay residents in California nursing homes was 21.6%. In 2012, CMS initiated the National Partnership to Improve Dementia Care in Nursing Homes, and called for care providers to safely reduce the unnecessary use of antipsychotic medications by 15% by December 31, 2012.

*By 2014, as a leading California stakeholder, the LTCOP helped to effect an overall reduction of 24.2%, compared to 2011 levels, for the use of antipsychotic medications in the State's 1,259 nursing homes.*

## Key Long-Term Care Issues and Advocacy in FFY 2014

### RELOCATION OF MEDICAL PAROLEES INTO SNFs BY THE CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION (CDCR)

**In 2010, California's SB 1399 (Leno, Chapter 405, Statutes of 2010) adopted provisions to parole medically incapacitated inmates of CDCR to SNFs.**

Prior to provisions adopted in SB 1399, CDCR was working to comply with federal court orders and timelines to reduce prison overcrowding, and to correct serious deficiencies in CDCR's health care system. CDCR also sought to reduce the extremely high costs of 24-hour long-term nursing care within prisons. In response, officials proposed a plan to parole infirm, medically incapacitated prisoners to contracted SNFs, with the process to be managed by California Correctional Health Care Services (CCHCS), the division headed by a federally-appointed Receiver responsible for providing medical care for State prison inmates.

Federal and State law requires the LTCOP to identify, investigate, and resolve complaints made by, or on behalf of residents, that affect the residents' health, safety, welfare, or rights. The LTCOP is also mandated to respond to the concerns of various stakeholders, and ensure that Ombudsman representatives are adequately informed and trained to work effectively with any resident in a LTC facility who may request assistance from the program.

However, few Ombudsman representatives were prepared by training or experience to work with the complexities of residents' conditions for medical parole, including individual oversight by law enforcement, and the right of confidential access to LTCOP services. The State Ombudsman provided a seminar about the Medical Parole program at the Fall 2014 LTCOP Coordinator Training Conference. The training outlined CDCR/CCHCS screening process and the State Board of Parole Hearings review and selection of individuals granted Medical Parole. The training also provided guidance for Ombudsman representatives who may be asked to work for, or on behalf of, medical parolees who relocate to local SNFs.

In 2014, the State Ombudsman, CCHCS, and local LTCOP staff formed an interagency workgroup to define policies, procedures and best practice guidelines for LTCOP services to residents who are paroled due to serious chronic, or end-stage medical conditions. The group produced a standard form for CCHCS notification of parolee placement to the State Ombudsman, and a Memorandum of Understanding (MOU) between the OSLTCO and the CCHS. The MOU serves as a working document to describe agency roles and responsibilities, and optimize communication between the OSLTCO, local LTCOPs and CCHS.

CDCR informed the OSLTCO of nine total admissions to SNFs in San Diego County, Santa Clara County, and Sacramento County in 2013 through September 2014. Residents in the Medical Parole system are assigned a parole agent, who regularly visits the individual at their placement. The State Board of Parole Hearings also monitors compliance with written conditions of the individual's eligibility to maintain their Medical Parole status. As of September 30, 2014, LTCOPs in those service areas have not had requests to provide direct advocacy services to these residents.



## An Urban Advocacy Story

As SNF operators convert long-term stay facilities to accommodate more short-term stay individuals who need post-acute rehabilitation services, long-time residents living in those facilities can be caught in a serious predicament. Following the industry trend, in recent years some San Francisco SNFs began quietly shifting their population from long-term care residents who may be covered by Medi-Cal, to people discharged from an acute care hospital for short-term rehabilitation stays, prior to returning home.

*Some of the details in the story below have been changed to protect the identity of the resident.*

In early 2014, a resident of a small facility in downtown San Francisco called the local LTCOP using contact information he found on a program poster there. He was upset and confused because the facility managers told him that they planned for him to move from San Francisco to a new facility in the East Bay. A change in facility ownership had triggered an effort to discharge long-term Medi-Cal beneficiaries, because the operators were preparing to modify the facility to accommodate higher reimbursement, short-term stay rehabilitation residents. The resident was clear that he had not been asked if he wanted to move. At age 96, and a native San Franciscan, he did not want to leave the city, and asked for the Ombudsman Program to help him with his crisis.

A minor stroke had initially caused him to be hospitalized, treated, and then discharged to the SNF. Although he had some memory loss, he was able to recall much of his personal history. He provided written consent for the LTCOP to act on his behalf, which allowed the Ombudsman representative to find a social worker at the acute care hospital who was familiar with his situation. The hospital social worker also obtained his permission to share information with the Ombudsman representative.

Over several visits, the resident and Ombudsman representative became well-acquainted. The gentleman was born in San Francisco's Mission District. He had retired after operating a popular newsstand on Front Street for many years. He was a life-long bachelor, and the last living member of his family. He had a good sense of humor, and loved to gamble and "play the horses." The resident still had a small apartment, but had refused the assistance of a paid caregiver. He conceded that he could not live there without in-home assistance, so was facing some hard choices.

Further conversations confirmed that in the past, the resident had visited a neighborhood clinic and social services agency for older adults. During a call from the Ombudsman representative, the clinic social worker shared

additional useful information. She had found that the resident's military service discharge papers confirmed that he had served in Europe during World War II and that he had an Army pension. The social worker had secured Veterans Aid and Attendance benefits for him, and he was also eligible for Medi-Cal health coverage.

The social worker at the SNF had very little documented history of the resident, and was charged with finding an affordable alternate placement. The facility operator's assessment showed that he was eligible to move from a higher level of care to a more independent board and care setting. The resident was scheduled to be relocated to a board and care home in an East Bay suburb very soon.

The Ombudsman representative postponed the move by meeting with the SNF administrators to review the federal Centers for Medicare and Medicaid Services (CMS) regulations. As a Medicaid-certified facility receiving federal reimbursement for services, the SNF was legally required to retain Medi-Cal beneficiaries. The Ombudsman representative worked with the resident to obtain medical certification that he needed continuous medical treatment and assistance with activities of daily living, and was not able to live safely in a board and care home with limited services.

The resident continued to live at the SNF, and the situation appeared to stabilize. The original case on behalf of the resident was resolved to his satisfaction. However, three weeks later, the Ombudsman representative learned that the gentleman had been admitted to the acute care hospital for exhaustion, and had passed away there several days later. The Ombudsman representative eventually learned that the hospital had not notified the SNF. The facility staff were unaware of his passing, until they were told about the resident's death by his neighborhood friend, an employee of the local drugstore that he frequented.

This story highlights the life of a resident who at age 96, and a lifelong San Franciscan, did not want to leave the city. Because of the advocacy of the Ombudsman Program, this man was able to remain in the city he loved until the day he died.

**Shared by the San Francisco City and County Long-Term Care Ombudsman Program**



# Directory of California Long-Term Care Ombudsman Programs By County

Office of the State Long-Term Care Ombudsman  
Published May 2016

County Served	LTCOP Address	LTCOP Phone	LTCOP Website
Alameda	Alameda County LTC Ombudsman Program 6955 Foothill Boulevard , Suite 300 Oakland, California 94605	Ph: (510) 638-6878 Fax: (510) 577-1965 Alt. Fax: (510) 577-1962	<a href="http://www.alamedasocialservices.org/public/services/elders_and_disabled_adults/ombudsman.cfm">http:// www.alamedasocialservices.org/ public/services/ elders_and_disabled_adults/ ombudsman.cfm</a>
Alpine	Mother Lode LTC Ombudsman Program Catholic Charities Diocese of Stockton 88 Bradford Street Sonora, California 95370	Ph: (209) 532-7632 Fax: (209) 532-8448	<a href="http://www.ccstockton.org/AreasServed/MotherLode.aspx">http://www.ccstockton.org/ AreasServed/MotherLode.aspx</a>
Amador	Mother Lode LTC Ombudsman Program Catholic Charities Diocese of Stockton 88 Bradford Street Sonora, California 95370	Ph: (209) 532-7632 Fax: (209) 532-8448	<a href="http://www.ccstockton.org/AreasServed/MotherLode.aspx">http://www.ccstockton.org/ AreasServed/MotherLode.aspx</a>
Butte	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, California 95929	Ph: (530) 898-5923 Toll Free: (800) 822-0109 Fax: (530) 898-4870	<a href="http://www.passagescenter.org/ombudsman/">http://www.passagescenter.org/ ombudsman/</a>
Calaveras	Mother Lode LTC Ombudsman Program Catholic Charities Diocese of Stockton 88 Bradford Street Sonora, California 95370	Ph: (209) 532-7632 Fax: (209) 532-8448	<a href="http://www.ccstockton.org/AreasServed/MotherLode.aspx">http://www.ccstockton.org/ AreasServed/MotherLode.aspx</a>
Colusa	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, California 95929	Ph: (530) 898-5923 Toll Free: (800) 822-0109 Fax: (530) 898-4870	<a href="http://www.passagescenter.org/ombudsman/">http://www.passagescenter.org/ ombudsman/</a>
Contra Costa	Ombudsman Services of Contra Costa, Inc. 4415 Cowell Rd., Ste.100 Concord, California 94518	Ph: (925) 685-2070 Fax: (925) 685-2049	<a href="http://www.co.contra-costa.ca.us/915/Long-Term-Care-Ombudsman">http://www.co.contra- costa.ca.us/915/Long-Term-Care- Ombudsman</a>

County Served	LTCOP Address	LTCOP Phone	LTCOP Website
Del Norte	Area 1 Agency on Aging LTC Ombudsman Program 434-7th Street, Suite 209 Eureka, California 95501	Ph: (707) 269-1330 Fax: (707) 269-1331	<a href="http://www.a1aa.org/programs-and-services/ombudsman-program">http://www.a1aa.org/programs-and-services/ombudsman-program</a>
El Dorado	El Dorado County LTC Ombudsman Program c/o El Dorado Area Agency on Aging 937 Spring Street Placerville, California 95667	Ph: (530) 621-6271 Fax: (530) 653-2197	<a href="http://www.edcgov.us/HumanServices/Senior_Services/Long_Term_Care_Ombudsman.aspx">http://www.edcgov.us/HumanServices/Senior_Services/Long_Term_Care_Ombudsman.aspx</a>
Fresno	Fresno-Madera Ombudsman Program 3845 N. Clark Street, Suite 201 Fresno, California 93726	Ph: (559) 224-9177 Fax: (559) 224-9106	<a href="http://www.valleycrc.org/programs/ombudsman.html">http://www.valleycrc.org/programs/ombudsman.html</a>
Glenn	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, California 95929	Ph: (530) 898-5923 Toll Free: (800) 822-0109 Fax: (530) 898-4870	<a href="http://www.passagescenter.org/ombudsman/">http://www.passagescenter.org/ombudsman/</a>
Humboldt	Area 1 Agency on Aging LTC Ombudsman Program 434-7th Street, Suite 209 Eureka, California 95501	Ph: (707) 269-1330 Fax: (707) 269-1331	<a href="http://www.a1aa.org/programs-and-services/ombudsman-program">http://www.a1aa.org/programs-and-services/ombudsman-program</a>
Imperial	LTC Ombudsman Program 1331 South Clark Road, Building 11 El Centro, California 92243	Ph: (442) 265-7032 Fax: (442) 265-7036	<a href="http://www.aaa24.org/programs/long-term-care-ombudsman/">http://www.aaa24.org/programs/long-term-care-ombudsman/</a>
Inyo	Eastern Sierra Area Agency on Aging (ESAAA) Ombudsman Program 163 May Street Bishop, California 93514	Ph: (760) 872-4128 Fax: (760) 873-4250	<a href="http://www.inyocounty.us/aging/ESAAAWebSite.htm">http://www.inyocounty.us/aging/ESAAAWebSite.htm</a>
Kern	Kern County Long-Term Care Ombudsman Program Greater Bakersfield Legal Assistance, Inc. 615 California Avenue Bakersfield, California 93304	Ph: (661) 323-7884 Toll Free: (888) 292-4252, Ext. 1109 Fax: (661) 716-1060 Alt. Fax: (661) 325-4482	<a href="http://gbla.org/services/185/kern-county-long-term-care-ombudsman-program/">http://gbla.org/services/185/kern-county-long-term-care-ombudsman-program/</a>
Kings	LTC Ombudsman Program Kings County Commission on Aging 680 N. Campus Drive, Suite D Hanford, California 93230	Ph: (559) 852-2824 Toll Free: (800) 293-9714 Fax: (559) 582-9627	<a href="http://www.ktaaa.org/default/index.cfm/how-can-we-help/long-term-careombudsman-services/">http://www.ktaaa.org/default/index.cfm/how-can-we-help/long-term-careombudsman-services/</a>
Lake	Ombudsman Program of Lake and Mendocino Counties 16170 Main Street Lower Lake, California 95457 Mailing Address: P.O. Box 9000 Lower Lake, California 95457	Ph: (707) 262-4525 Fax: (707) 995-1081	<a href="http://www.co.lake.ca.us/Government/Directory/Social_Services/AAA/LongTerm.htm">http://www.co.lake.ca.us/Government/Directory/Social_Services/AAA/LongTerm.htm</a>
Lassen	PSA 2 Area Agency on Aging LTC Ombudsman Program 1647 Hartnell Avenue, Ste. 9 Redding, California 96002	Ph: (530) 229-1435(main#) Ph: (530) 229-1816 (line2) Toll Free: (866) 699-6191 Fax: (530) 229-1821	<a href="http://www.psa2.org/Services.html">http://www.psa2.org/Services.html</a>

County Served	LTCOP Address	LTCOP Phone	LTCOP Website
Los Angeles County and City	WISE & Healthy Aging LTC Ombudsman Program 1527– 4th Street, 2nd Floor Santa Monica, California 90401	Ph: (310) 393-3618 Toll Free: (800) 334-9473 Fax: (310) 395-4090	<a href="http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman">http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman</a>
Los Angeles Region I Office	WISE & Healthy Aging LTC Ombudsman Program 1527– 4th Street, 2nd Floor Santa Monica, California 90401	Ph: (310) 899-1483 Fax: (310) 394-1631	<a href="http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman">http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman</a>
Los Angeles Region II Office	WISE & Healthy Aging LTC Ombudsman Program 8374 Topanga Canyon Blvd., Suite 209 Canoga Park, California 91304	Ph: (818) 444-0315 Fax: (818) 444-0318	<a href="http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman">http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman</a>
Los Angeles Region III Office	WISE & Healthy Aging LTC Ombudsman Program 2555 East Colorado Blvd., Suite 203 Pasadena, California 91107	Ph: (626) 793-3510 Fax: (626) 793-3530	<a href="http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman">http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman</a>
Los Angeles Region IV Office	WISE & Healthy Aging LTC Ombudsman Program 5220 Clark Avenue, Suite 415 Lakewood, California 90712	Ph: (562) 925-2346 Fax: (562) 925-5876	<a href="http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman">http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman</a>
Los Angeles Region V Office	WISE & Healthy Aging LTC Ombudsman Program 1493 N. Montebello Blvd., Suite 104 Montebello, California 90640	Ph: (323) 721-1343 Fax: (323) 721-1885	<a href="http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman">http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman</a>
Madera	Fresno-Madera Ombudsman Program 3845 N. Clark Street, Suite 201 Fresno, California 93726	Ph: (559) 224-9177 Fax: (559) 224-9106	<a href="http://www.valleycrc.org/programs/ombudsman.html">http://www.valleycrc.org/programs/ombudsman.html</a>
Marin	Marin County Ombudsman Program 10 North San Pedro Road, Suite 1024 San Rafael, California 94903	Ph: (415) 473-7446 Fax: (415) 473-6933	<a href="https://www.marinhhs.org/long-term-care-ombudsman-program">https://www.marinhhs.org/long-term-care-ombudsman-program</a>
Mariposa	Mother Lode LTC Ombudsman Program Catholic Charities Diocese of Stockton 88 Bradford Street Sonora, California 95370	Ph: (209) 532-7632 Fax: (209) 532-8448	<a href="http://www.ccstockton.org/AreasServed/MotherLode.aspx">http://www.ccstockton.org/AreasServed/MotherLode.aspx</a>
Mendocino	Ombudsman Program of Lake and Mendocino Counties 16170 Main Street Lower Lake, California 95457 Mailing Address: P.O. Box 9000 Lower Lake, California 95457	Ph: (707) 262-4525 Fax: (707) 995-1081	<a href="http://www.co.lake.ca.us/Government/Directory/Social_Services/AAA/LongTerm.htm">http://www.co.lake.ca.us/Government/Directory/Social_Services/AAA/LongTerm.htm</a>
Merced	Merced County LTC Ombudsman Program 851 West 23rd Street Merced, California 95340	Ph: (209) 385-7402 Fax: (209) 384-8102	<a href="http://www.co.merced.ca.us/index.aspx?NID=1493">http://www.co.merced.ca.us/index.aspx?NID=1493</a>
Modoc	PSA 2 Area Agency on Aging LTC Ombudsman Program 1647 Hartnell Avenue, Ste. 9 Redding, California 96002	Ph: (530) 229-1435(main#) Ph: (530) 229-1816 (line2) Toll Free: (866) 699-6191 Fax: (530) 229-1821	<a href="http://www.psa2.org/Services.html">http://www.psa2.org/Services.html</a>

County Served	LTCOP Address	LTCOP Phone	LTCOP Website
Mono	Eastern Sierra Area Agency on Aging (ESAAA) Ombudsman Program 163 May Street Bishop, California 93514	Ph: (760) 872-4128 Fax: (760) 873-4250	<a href="http://www.inyocounty.us/aging/ESAAAWebsite.htm">http://www.inyocounty.us/aging/ESAAAWebsite.htm</a>
Monterey	Alliance on Aging Ombudsman for LTC 247 Main Street Salinas, California 93901	Ph: (831) 655-1334 Fax: (831) 751-1937 Salinas Ph: (831) 758-4011	<a href="http://allianceonaging.org/programs/ombudsman/">http://allianceonaging.org/programs/ombudsman/</a>
Napa	Napa County Long-Term Care Ombudsman Program Area Agency on Aging Serving Napa-Solano 1443 Main Street Building D, #125 Napa, California 94559	Ph: (707) 255-4236 Fax: (707) 255-4713	<a href="http://advocates.aaans.org/">http://advocates.aaans.org/</a>
Nevada	Ombudsman Services of Northern California 3950 Industrial Boulevard , Ste.500 West Sacramento, California 95691	Ph: (916) 376-8910 (530) 274-2825 Fax: (916) 376-8914	<a href="http://www.osnc.net/">http://www.osnc.net/</a>
Orange	Long-Term Care Ombudsman Program The Council on Aging—Orange County 2 Executive Circle, Suite 175 Irvine, California 92614	Ph: (714) 479-0107 Toll Free: (800) 300-6222- local access only Fax: (714) 479-0234	<a href="http://officeonaging.ocgov.com/services/ltco">http://officeonaging.ocgov.com/services/ltco</a>
Placer	Ombudsman Services of Northern California 3950 Industrial Boulevard , Ste.500 West Sacramento, California 95691	Ph: (916) 376-8910 (530) 823-8422 Fax: (916) 376-8914	<a href="http://www.osnc.net/">http://www.osnc.net/</a>
Plumas	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, California 95929	Ph: (530) 898-5923 Toll Free: (800) 822-0109 Fax: (530) 898-4870	<a href="http://www.passagescenter.org/ombudsman/">http://www.passagescenter.org/ombudsman/</a>
Riverside	Long-Term Care Ombudsman Program 2060 University Avenue, Suite 212 Riverside, California 92507	Ph: (951) 686-1102 Toll Free: (877) 430-4433 Fax: (951) 686-1687 Hemet (951) 929-0196 Palm Springs (760) 328-9139	<a href="http://www.connectriverside.org/leadership/long-term-care-ombudsman/">http://www.connectriverside.org/leadership/long-term-care-ombudsman/</a>
Sacramento	Ombudsman Services of Northern California 3950 Industrial Boulevard , Ste.500 West Sacramento, California 95691	Ph: (916) 376-8910 Fax: (916) 376-8914	<a href="http://www.osnc.net/">http://www.osnc.net/</a>
San Benito	LTC Ombudsman Program of Santa Cruz and San Benito Counties- Advocacy, Inc. 5274 Scotts Valley Drive, Suite 203 Scotts Valley, California 95066	Ph: (831) 429-1913 Fax: (831) 429-9102	<a href="http://www.advocacy-inc.org/programs/ombudsman-program/">http://www.advocacy-inc.org/programs/ombudsman-program/</a>

County Served	LTCOP Address	LTCOP Phone	LTCOP Website
San Bernardino	LTC Ombudsman Program 686 E. Mill Street, Second Floor San Bernardino, California 92415-0640	Ph: (909) 891-3928 Toll Free:(866) 229-0284 Fax: (909) 891-3957	<a href="http://hss.sbcounty.gov/daas/programs/Ombudson.aspx">http://hss.sbcounty.gov/daas/programs/Ombudson.aspx</a>
San Diego	Aging & Independence Services County of San Diego LTC Ombudsman Program 5560 Overland Avenue, Suite 310 San Diego, California 92123-1222 Mailing Address: P.O. Box 23217 San Diego, California 92193-9975	Ph: (858) 560-2507 Toll Free: (800) 640-4661- local access only Fax: (858) 694-2568	<a href="http://www.sandiegocounty.gov/hhsa/programs/ais/ombudsman_long_term_care/index.html">http://www.sandiegocounty.gov/hhsa/programs/ais/ombudsman_long_term_care/index.html</a>
City and County of San Francisco	San Francisco LTC Ombudsman Program Family Services Agency of San Francisco 6221 Geary Boulevard, 3rd Floor San Francisco, California 94121	Ph: (415) 751-9788 Fax: (415) 751-9789	<a href="http://www.sanfranciscoltcombudsman.org/">http://www.sanfranciscoltcombudsman.org/</a>
San Joaquin	San Joaquin County LTC Ombudsman Program 102 South San Joaquin Street P.O. Box 201056 Stockton, California 95201-3006	Ph: (209) 468-3785 Fax: (209) 932-2641	<a href="http://www.sjchsa.org/">http://www.sjchsa.org/</a>
San Luis Obispo	LTC Ombudsman Services of San Luis Obispo County 3232 S. Higuera Street, Suite 101B San Luis Obispo, California 93401	Ph: (805) 785-0132 Fax: (805) 785-0134	<a href="http://ombudsmanslo.org/">http://ombudsmanslo.org/</a>
San Mateo	Ombudsman Services of San Mateo County, Inc. 711 Nevada Street Redwood City, California 94061	Ph: (650) 780-5707 Fax: (650) 364-5399	<a href="http://ossmc.org/">http://ossmc.org/</a>
Santa Barbara	LTC Ombudsman of Santa Barbara County Family Service Agency of Santa Barbara County 123 W. Gutierrez Santa Barbara, California 93101	Ph: (805) 922-1236 Fax: (805) 922-1541	<a href="http://fsacares.org/long-term-care-ombudsman/">http://fsacares.org/long-term-care-ombudsman/</a>
Santa Clara	LTC Ombudsman Program Catholic Charities John XXIII Multi-Services Center 195 E. San Fernando Street San Jose, California 95112	Ph: 1-(408) 944-0567 Fax: 1-(408) 944-0776	<a href="http://www.catholiccharitiesscc.org/long-term-care-ombudsman-program">http://www.catholiccharitiesscc.org/long-term-care-ombudsman-program</a>
Santa Cruz	LTC Ombudsman Program of Santa Cruz and San Benito Counties- Advocacy, Inc. 5274 Scotts Valley Drive, Suite 203 Scotts Valley, California 95066	Ph: (831) 429-1913 Fax: (831) 429-9102	<a href="http://www.advocacy-inc.org/programs/ombudsman-program/">http://www.advocacy-inc.org/programs/ombudsman-program/</a>
Shasta	PSA 2 Area Agency on Aging LTC Ombudsman Program 1647 Hartnell Avenue, Ste. 9 Redding, California 96002	Ph: (530) 229-1435(main#) Ph: (530) 229-1816 (line2) Toll Free: (866) 699-6191 Fax: (530) 229-1821	<a href="http://www.psa2.org/Services.html">http://www.psa2.org/Services.html</a>

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Sierra	Ombudsman Services of Northern California 3950 Industrial Boulevard , Ste.500 West Sacramento, California 95691	Ph: (916) 376-8910 (530) 274-2825 Fax: (916) 376-8914	<a href="http://www.osnc.net/">http://www.osnc.net/</a>
Siskiyou	PSA 2 Area Agency on Aging LTC Ombudsman Program 1647 Hartnell Avenue, Ste. 9 Redding, California 96002	Ph: (530) 229-1435(main#) Ph: (530) 229-1816 (line2) Toll Free: (866) 699-6191 Fax: (530) 229-1821	<a href="http://www.psa2.org/Services.html">http://www.psa2.org/Services.html</a>
Solano	Solano County Long-Term Care Ombudsman Program Area Agency on Aging Serving Napa-Solano P. O. Box 3069 400 Contra Costa Street Vallejo, California 94590-5990	Toll Free: (800) 644-4194 Fax: (707) 644-4171	<a href="http://www.osnc.net/">http://www.osnc.net/</a>
Sonoma	Long-Term Care Ombudsman Program Senior Advocacy Services 1304 Southpoint Blvd., Suite 280 Petaluma, California 94954	Ph: (707) 526-4108 Fax: (707) 526-5118	<a href="http://senioradvocacyservices.org/long-term-care-ombudsman-program-sonoma-county">http://senioradvocacyservices.org/long-term-care-ombudsman-program-sonoma-county</a>
Stanislaus	Stanislaus LTC Ombudsman Program Catholic Charities 2351 Tenaya Drive, Suite D Modesto, California 95354	Ph: (209) 529-3784 Fax: (209) 593-6125	<a href="http://www.ccstockton.org/AreasServed/Stanislaus.aspx">http://www.ccstockton.org/AreasServed/Stanislaus.aspx</a>
Sutter	Ombudsman Services of Northern California 3950 Industrial Boulevard , Ste.500 West Sacramento, California 95691	Ph: (916) 376-8910 (530) 755-2018 Fax: (916) 376-8914	<a href="http://www.osnc.net/">http://www.osnc.net/</a>
Tehama	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, California 95929	Ph: (530) 898-5923 Toll Free: (800) 822-0109 Fax: (530) 898-4870	<a href="http://www.passagescenter.org/ombudsman/">http://www.passagescenter.org/ombudsman/</a>
Trinity	PSA 2 Area Agency on Aging LTC Ombudsman Program 1647 Hartnell Avenue, Ste. 9 Redding, California 96002	Ph: (530) 229-1435(main#) Ph: (530) 229-1816 (line2) Toll Free: (866) 699-6191 Fax: (530) 229-1821	<a href="http://www.psa2.org/Services.html">http://www.psa2.org/Services.html</a>
Tulare	LTC Ombudsman Program c/o Kings County Commission on Aging Council 680 N. Campus Drive, Suite D Hanford, California 93230	Ph: (559) 852-2824 Toll Free: (800) 293-9714 Fax: (559) 582-9627	<a href="http://www.ktaaa.org/default/index.cfm/how-can-we-help/long-term-careombudsman-services/">http://www.ktaaa.org/default/index.cfm/how-can-we-help/long-term-careombudsman-services/</a>
Tuolumne	Mother Lode LTC Ombudsman Program Catholic Charities Diocese of Stockton 88 Bradford Street Sonora, California 95370	Ph: (209) 532-7632 Fax: (209) 532-8448	<a href="http://www.ccstockton.org/AreasServed/MotherLode.aspx">http://www.ccstockton.org/AreasServed/MotherLode.aspx</a>
Ventura	LTC Ombudsman Services of Ventura County, Inc. 2021 Sperry Avenue, #35 Ventura, California 93003	Ph: (805) 656-1986 Fax: (805) 658-8540	<a href="http://www.ombudsmanventura.org/">http://www.ombudsmanventura.org/</a>
Yolo and Yuba	Ombudsman Services of Northern California 3950 Industrial Boulevard , Ste.500 West Sacramento, California 95691	Ph: (916) 376-8910 (530) 668-5775 (Yolo) (530) 755-2018 (Yuba) Fax: (916) 376-8914	<a href="http://www.osnc.net/">http://www.osnc.net/</a>

# California Long-Term Care Ombudsman Program

**24-Hour CRISISline**  
**(800) 231- 4024**

**For Hearing Impaired Callers:**

**TDD/TYY: (800) 735-2929**  
**or (800) 735-2922**

The **OSLTCO** operates the statewide 24-hour toll-free **CRISISline** to receive complaints, and relay requests for local Ombudsman services. Every SNF and RCFE in California is required to display one or more current LTCOP posters with the CRISISline phone number. Each poster includes the name, address, and telephone number of the local LTCOP. Posters are produced by the OSLTCO and distributed at no cost to providers.

## **OFFICE OF THE STATE LONG-TERM CARE OMBUDSMAN**

**1300 NATIONAL DRIVE, SUITE 200  
SACRAMENTO, CALIFORNIA 95834**

**(916) 419-7510 (Phone)**

**(916) 928-2503 (Fax)**

**(800) 735-2929 (TDD)**

**Website: <http://www.aging.ca.gov/ProgramsProviders/LTCOP/>**

Information about the LTCOP may also be accessed by calling the general toll-free *Senior Information Line* at **(800) 510-2020**