



# **ANNUAL REPORT**

**Federal Fiscal Year 2019**

**October 1, 2018 - September 30, 2019**

**California Long-Term Care  
Ombudsman Program**

# Message from the State Long-Term Care Ombudsman



## Joseph Rodrigues

When someone contacts the Long-Term Care Ombudsman Program for help, our first question is always the same: What does the resident want us to do? We work at the direction of residents or their representatives, and we obtain their consent before taking action.

Our program, which is authorized by the federal Older Americans Act and the state Older Californians Act, is charged with resolving problems and advocating for the rights of residents in the state's 8,537 long-term care facilities. We also work to improve care through education, legislation, and systemic advocacy.

During 2019, we investigated more than 36,000 complaints from residents, family members, and others. These complaints involved everything from poor care to improper evictions to life-threatening abuse.

Our work is carried out by 35 local Ombudsman programs around the state. These programs are overseen by the Office of the State Long-Term Care Ombudsman, which is located within the California Department of Aging. Statewide, there are about 717 state-certified Ombudsman representatives, and nearly 80 percent of these people are volunteers.

*During 2019, we investigated more than 36,000 complaints from residents, family members, and others.*

## How Do We Help?

Ombudsman representatives assist residents with issues related to day-to-day care, health, safety, and personal preferences. Problems can include, but are not limited to:

- Violation of residents' rights or dignity
- Physical, verbal, mental, or financial abuse
- Poor quality of care
- Dietary concerns
- Medical care, therapy, and rehabilitation issues
- Medicare and Medi-Cal benefit issues
- Improper transfer or discharge of a resident
- Inappropriate use of chemical or physical restraints

This report would not be complete without a word of thanks to the staff and volunteers of the local Long-Term Care Ombudsman programs, who are tireless advocates for residents. Their work truly makes a difference to residents' quality of life and care.

# What we accomplished

<ul style="list-style-type: none"> <li>● <b>INVESTIGATED</b> 36,756 complaints made by or on behalf of residents in long-term care facilities.</li> </ul>	<ul style="list-style-type: none"> <li>● <b>COMPLETED</b> 15,896 consultations to facility staff on topics including resident rights, resident care issues, and Long-Term Care Ombudsman services and responsibilities.</li> </ul>
<ul style="list-style-type: none"> <li>● <b>RESOLVED</b> or partially resolved 57 percent of these complaints to the resident's satisfaction.</li> </ul>	<ul style="list-style-type: none"> <li>● <b>DELIVERED</b> 611 community education sessions at health fairs, and in other public settings.</li> </ul>
<ul style="list-style-type: none"> <li>● <b>RESPONDED</b> to 26,392 calls made to a statewide toll-free Long-Term Care Ombudsman CRISISline. Callers reported complaints, obtained assistance with urgent problems, and received information about issues such as resident rights and resident care.</li> </ul>	<ul style="list-style-type: none"> <li>● <b>CONDUCTED</b> 235 training sessions for facility staff on topics such as elder abuse prevention, mandated abuse reporting, resident rights, and the role of the Long-Term Care Ombudsman in skilled nursing facilities and residential care facilities for the elderly.</li> </ul>
<ul style="list-style-type: none"> <li>● <b>VISITED</b> 4,034 facilities at least quarterly, not in response to complaints, but to observe facility conditions and be available to residents for assistance.</li> </ul>	<ul style="list-style-type: none"> <li>● <b>SUPPORTED</b> resident and family self-advocacy by attending, at the request of council members, 3,043 resident council meetings and 179 family council meetings.</li> </ul>
<ul style="list-style-type: none"> <li>● <b>PROVIDED</b> 70,797 individual consultations on topics such as resident care, Advance Health Care Directives, and Long-Term Care Ombudsman services and responsibilities.</li> </ul>	<ul style="list-style-type: none"> <li>● <b>PARTICIPATED</b> in 557 facility surveys conducted by state licensing agencies to provide information to surveyors and advocate for residents.</li> </ul>





# Volunteers are critical

## Training

Each applicant must complete 36 hours of classroom training, pass state and federal criminal record clearances, be mentored by a state-certified Ombudsman representative, and be certified by the State Ombudsman. To maintain certification, Ombudsman representatives must complete at least 12 hours of training each year.

## The Work

“Volunteer Ombudsman representatives do the same important work as our paid staff,” said State Ombudsman Joseph Rodrigues. “This can include investigating complaints, attending resident council meetings, participating in care planning meetings, and working with residents and families. We could not provide the level of service we do without these volunteers.”

## Join Us!

If you are interested in learning more about this rewarding work, call your local Long-Term Care Ombudsman Program. Contact information is available at the end of this report.



A voice for  
residents in  
Long-Term Care

## Story of Sue\*

Sue moved into a six-bed residential care facility for the elderly in January 2019. She had been in a 20+ year relationship with John prior to moving into the facility, although they had never married. John's health declined rapidly and his son placed him in a facility located next door that was owned by the same people. Sue was very happy to have John nearby and spent a lot of time visiting him.

After a few months, Sue's dementia worsened and she developed difficult behaviors, particularly when John's son was present. She would yell at John and occasionally became physically aggressive with him, but only when his son was also visiting. It was determined that Sue only became agitated when the son was present.

John's son demanded that the facility staff stop allowing Sue to visit. Sue was devastated and asked the Long-Term Care Ombudsman representative for assistance. The representative met with John and determined that he wanted Sue to visit. John's son attempted to deny Sue the ability to visit. The Long-Term Care Ombudsman representative was able to explain John's rights to visits and a visitation plan was developed to allow Sue to visit with John at a time when the son was not present.

As a result of the assistance of the Long-Term Care Ombudsman program, John is still able to enjoy his visits with Sue and she is able to continue to see on a regular basis the man she loves

*\*All resident names in this report have been changed to protect the identity of the resident..*

## **Yelda**

Yelda was a Holocaust survivor who lived in a large apartment style residential care facility for the elderly. Yelda's husband had also lived in the facility but he passed away. After his death, Yelda's estranged daughter began to visit. While Yelda appreciated their new found relationship, the daughter quickly began to make attempts to gain control of Yelda's assets. The Long-Term Care Ombudsman representative was able to recommend to Yelda that she work with an attorney to set up her finances in a safe manner.

For several years the daughter alternated between being a good visitor for her mother and trying various methods to get Yelda to buy the daughter a house or give the daughter a significant amount of the estate. The Long-Term Care Ombudsman representative continued to meet with Yelda to support her in her relationship with the daughter. Yelda passed away recently but up until that time, continued to express her gratitude to the Long-Term Care Ombudsman program for providing advocacy in a caring manner that allowed Yelda the ability to continue a safe relationship with her daughter.

# **Ombudsman Success Stories**

## **27 Residents of Skilled Nursing Facilities**

In September 2018, 27 residents of skilled nursing facilities in San Luis Obispo and Santa Barbara Counties received notices from their Managed Medi-Cal provider that their stay at the facility would be terminated. 20 of the residents had lived at the facilities for more than two years. None of the affected residents had the resources to move into the community in either a private home with caregivers or a residential care facility. All 27 of the residents needed 24-hour skilled care.

The Long-Term Care Ombudsman representative worked with several agencies and legal advocacy services to appeal the termination notices. In addition, with the help of partners, the Long-Term Care Ombudsman representative was able to provide systemic advocacy services by meeting with the Governor's Office and several State Department Directors to resolve the problem. While this issue is still being resolved, none of the residents have been evicted from the skilled nursing facilities, regardless of their ability to pay. The Long-Term Care Ombudsman representative was able to work with the nursing facility staff to ensure that the residents remained in care and received the services they need.

## **Jim**

Jim resided in a six-bed residential care facility for the elderly. When the Long-Term Care Ombudsman volunteer visited Jim, she discovered that he was forced to remain in a room in the facility that did not have heat. In addition, there were no activities at the facility. Jim asked the facility staff for drawing supplies, but he was only supplied with a regular ink pen and notepad paper. Jim's drawings at the facility were very mechanical and full of lines, not images. The Long-Term Care Ombudsman volunteer was able to advocate for Jim and the facility provided him with a room that had heat and also provided him with a minimal amount of art supplies. Jim's drawings continued to be very mechanical.

Jim had a medical emergency and was sent to a skilled nursing facility. The Long-Term Care Ombudsman volunteer was able to advocate for Jim to stay at the nursing facility. At his new facility, Jim was given unlimited access to drawing supplies. Jim has since begun drawing animals, people, and plants. His drawings no longer appear mechanical. The nursing facility staff hosted an art show featuring Jim's work, which was attended by more than 50 people. Another show is being scheduled. Jim is very proud of his work and enjoys the opportunity to share his art with facility residents and staff.

# Advocating for residents



Libby Anderson will never forget one of her hardest days at work. The Orange County Long-Term Care Ombudsman Program Coordinator at the Council on Aging Southern California recalls trying to find a resident at a long-term care facility so she could deliver a holiday gift as part of an outreach program. The woman was not in her room.

"So I started looking around the halls. And I noticed a woman who was sitting in her wheelchair. She had sort of a glazed-over look in her eyes, her hair was long and matted, her nails were filthy," Anderson says. "The area around her mouth was caked with food. On her tray on her wheelchair, there was food, which had obviously been sitting there for a long time. There were flies buzzing around the food buzzing and around her—

she'd soiled herself. And she was dragging her toe." Anderson soon realized that this neglected, suffering older woman was the one she had come to visit.

"That's why we need to be a presence. We need to make those unannounced visits," Anderson says. Indeed, care facility employees are generally overworked and underpaid. Often, neglect and abuse go unnoticed or worse—they are ignored.

The Long-Term Care Ombudsman Program's mission is to advocate for residents of long-term care facilities, to protect them from physical, mental, financial or emotional abuse, and to educate families and the community about the unique issues inherent to long-term care. It is just one of many ways the Council on Aging Southern California helps vulnerable older persons. The organization was formed in 1973 and each year provides help to more than 290,000 older adults and adults with disabilities in Southern California.

(Courtesy of Council on Aging of Southern California)

## celebrating more than 40 years!!!

It has been more than 40 years since the 1978 Amendments to the Older Americans Act required every state to have a Long-Term Care Ombudsman Program and specifically defined Long-Term Care Ombudsman functions and responsibilities.

In 1972, the Long-Term Care Ombudsman Program started out as a public health service demonstration project to meet the needs of residents facing problems in nursing homes. Today, the Long-Term Care Ombudsman Program consists of 53 state programs and their statewide networks of over 500 local LTC Ombudsman entities.





## **Marin County Recognizes Long-Term Care Ombudsman Volunteers as Outstanding Team of the Year**

Each year the Marin County Board of Supervisors recognizes outstanding volunteers in a County program. The Long-Term Care Ombudsman Program was thrilled to be the first recipient of Marin County's new award: Volunteer TEAM of the Year. At the May 7, 2019 Board of Supervisors meeting, nine volunteers were recognized for their advocacy for vulnerable residents in local nursing homes and assisted living communities.

The Long-Term Care Ombudsman's nine-member volunteer team is a group from diverse backgrounds and professional fields, including nursing, law, law enforcement and business. The volunteers made over 365 unannounced visits to facilities, provided information and/or consultation to 157 individuals, investigated more than 125 complaints, and collectively provided nearly 1,200 hours of volunteer support.

The Long-Term Care Ombudsman Volunteer Team is a shining example of the community's ability and willingness to step up and care for one another when given the opportunity to do so. The team shares a desire to advocate on behalf of elders. They endeavor to make sure resident rights are valued and respected.

Here are some of the responses when volunteers were asked what they like best about being a Long-Term Care Ombudsman: "I like supporting the residents to use their voice", "I like being able to have a positive effect on individuals quality of life", "I like effecting positive change in the facilities I'm assigned to", "I like making residents lives and quality of care better".

Dan Steckline, Marin County Long-Term Care Ombudsman Coordinator, added "Our certified volunteers are amazing. They generously provide their time, passion and skills to help improve the quality of life and quality of care for residents in their assigned assisted living or nursing home communities. Their dedication to continual learning and commitment to serving others while fulfilling program requirements is laudable and the reason why they are Marin County's first ever Volunteer Team of the Year!"

## Complaints: What were they about?

Category	Percentage of Total	Specific Issues
<b>Resident Rights</b>	44%	Abuse, Access to Information, Admission, Transfer, Discharge, Eviction, Autonomy, Choice, Exercise of Rights, Privacy, Financial, Property
<b>Resident Care</b>	25%	Care, Rehabilitation or Maintenance of Function, Restraints: Chemical and/or Physical
<b>Quality of Life</b>	20%	Activities and Social Services, Dietary, Environment
<b>Facility Administration</b>	4%	Policies, Procedures, Staff Attitudes, Resources, Staffing
<b>Complaints Against Others (Not Against the Facility)</b>	4%	Certification/Licensing Agency, State Medicaid Agency, System/Others
<b>Complaints About Services in Other Settings</b>	3%	Complaints about Services in Settings Other Than Facilities or by Outside Provider in Facilities (Home Care, Hospital or Hospice, Public or Other Congregate Housing Not Providing Personal Care, and/or Services from an Outside Provider)

### OUR MISSION

*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.*







## Protecting residents' rights

Certified Long-Term Care Ombudsman representatives help residents, their families, and their friends understand and exercise rights guaranteed by federal and state laws and regulations.

### Residents have the right to:

- ◆ Be treated with dignity and respect
- ◆ Be free from chemical and physical restraints
- ◆ Manage their own finances
- ◆ Voice grievances without fear of retaliation
- ◆ Associate and communicate privately with any person of their choice
- ◆ Send and receive personal mail
- ◆ Have personal and medical records kept confidential
- ◆ Apply for state and federal assistance without discrimination
- ◆ Be fully informed of available services and any charges for those services prior to admission

## How many licensed facilities does California have?

Skilled Nursing Facilities	1,230 facilities
	118,789 beds
Residential Care Facilities for the Elderly	7,307 facilities
	189,222 beds
Statewide Totals	8,537 facilities
	308,011 beds

## How is the Long-Term Care Ombudsman Program funded?

State Funds	\$6,927,242
Federal Funds	\$4,748,850
Local Funds	\$1,777,627
Total	\$13,453,719

Sources: California Department of Public Health and California Department of Social Services, 2019.

Source: California State Annual Ombudsman Report for FFY 2019, U.S. Department of Health and Human Services, Administration on Aging

# Issues and Advocacy

## **Inappropriate Discharge and Eviction of Nursing Home Residents**

Federal regulations allow facilities to initiate discharges of residents of skilled nursing facilities only in specific instances. Despite these protections, discharges that violate federal regulations have been the most frequent complaint made to State Long-Term Care Ombudsman programs nationally. Inadequate notice, inappropriate reasons for discharge or attempts to discharge to inappropriate locations, and failure to allow a resident to return from a transfer to a hospital are all common complaints filed with the Long-Term Care Ombudsman Program. Discharges that violate federal regulations can be unsafe and traumatic for residents and their families. The Centers for Medicare and Medicaid Services, Region IX has approved a request for a two-year, \$788,150 Civil Money Penalty grant to the National Consumer Voice for Quality Long-Term Care, in partnership with the California Office of the State Long-Term Care Ombudsman, to address the inappropriate discharge and eviction of nursing home residents.

## **Coverage for Nursing Facility Residents with “Intermediate Care” Needs**

A County Operated Health System which administers a Medicaid managed care plan, including skilled nursing facility coverage, began to reassess residents and make determinations that many of these residents did not meet the standard for “skilled” nursing care, but rather only met the level for “intermediate” care, which they would not cover.

The local Long-Term Care Ombudsman program and Older Americans Act Legal Services Provider helped residents appeal these determinations. Unfortunately, at hearings, administrative law judges would rule in favor of the County Operated Health System, leaving residents to face discharge and eviction.

An advocacy coalition (the Long-Term Care Ombudsman Program, Justice in Aging, California Advocates for Nursing Home Reform, Legal Services of Northern California, Central California Legal Services, and the San Luis Obispo Legal Assistance Foundation) worked on multiple levels to protect the nursing facility residents enrolled in this plan. Ultimately, the Department of Health Care Services issued an alert confirming Medi-Cal coverage for nursing facility residents who need “immediate care.”

**Each year, the Office of the State Long-Term Care Ombudsman and its 35 local programs engage in a variety of systemic advocacy efforts. This involves working for or against proposed legislation, advocating for changes to federal regulations, collaborating with other agencies and organizations, and undertaking other efforts to improve care and protect residents.**

## **Home Upkeep Allowances for Nursing Home Patients and Residents**

There are nearly 1.2 million low-income older adults enrolled in the state’s Medi-Cal program. Some of these persons who are temporary residents of skilled nursing facilities are eligible for a Medi-Cal deduction called the “Home Upkeep Allowance.” This allowance allows a person to keep \$209 every month, for up to six months, for the maintenance of their home while they are temporarily residing in a nursing facility.

Vulnerable older adults may be at risk of losing their homes in these circumstances, because the \$209 allowance is likely to be inadequate to maintain their household. This low allowance has not been increased in 40 years. In addition, a stay in a nursing facility may last longer than six months. Losing a home or apartment may be an obstacle to returning to the community once an individual is ready to leave a nursing facility.

Assembly Bill 1042 (Woods) would, first, increase the upkeep allowance so older adults can return to their home. The current amount is inadequate to maintain a home in California. Second, the bill would establish a new “transitional needs fund” for people who want to leave a nursing home but who cannot move out because they do not have a home to return to. While the State Long-Term Care Ombudsman supported this bill, it did not move out of the Appropriations Committee.

## **Advocacy Activities**

### **Legislation Supported by the State Long-Term Care Ombudsman**

One of the responsibilities of the Long-Term Care Ombudsman program is to analyze, comment on, and monitor the development and implementation of laws, regulations, and other governmental policies and actions that pertain to the health, safety, welfare, and rights of residents in long-term care facilities.

#### **The State Long-Term Care Ombudsman supported the following bills in 2019:**

**Assembly Bill 50 (Kalra)** – Current law requires the Department of Health Care Services to develop a federal Medi-Cal waiver program known as the Assisted Living Waiver. The waiver allows residents to remain in residential care facilities for the elderly which are more community based and less institutional than skilled nursing facilities. This bill would have required the Department to request an Assisted Living Waiver amendment which would have increased the number of residents participating in the waiver from 5,744 to 18,500 to be phased in over time. The bill failed to pass out of the Senate Appropriations Committee.

**Assembly Bill 367 (Flora)** – Current law prohibits the California Department of Social Services from authorizing individuals who have been convicted of certain crimes from working or otherwise being present in community care facilities, including residential care facilities for the elderly. This bill would have added crimes to the prohibited list, including, among other crimes, the willful and unlawful use of personal identifying information. This bill failed to pass out of the Assembly Appropriations Committee.

**Assembly Bill 506 (Kalra)** – This bill would have ensured the ability of the California Department of Public Health to hold long-term health care facilities accountable when poor care results in a resident's death. Assembly Bill 506 would also have increased fines imposed on negligent facilities and required the Department to issue a separate citation for each resident harmed by a violation. After passing in the Legislature, this bill was vetoed by Governor Newsom. <https://www.gov.ca.gov/wp-content/uploads/2019/10/AB-506-Veto-Message-2019.pdf>

**Assembly Bill 683 (Carrillo)** – This bill would have required the Department of Health Care Services to disregard specified assets when considering an individual's application for Medi-Cal eligibility. Since 1989, older adults enrolled in the Aged & Disabled Medi-Cal Program have been allowed to retain only \$2,000 in a bank account for an individual and \$3,000 for a couple. Assembly Bill 683 would have increased these asset limits to \$10,000 for an individual and an additional \$5,000 for each additional member of the household, with the amounts to be indexed annually. This bill failed to move forward in the Senate.



## Legislation Supported by the State LTCO, continued

**Assembly Bill 715 (Wood)** – Current law makes most adults with countable incomes up to 138% of the Federal Poverty Level eligible to receive Medi-Cal services without paying a share of cost. However, older adults are only eligible for free Medi-Cal if their countable incomes are below 123% of the Federal Poverty Level. This means that an adult who does not have to pay a Medi-Cal share of cost at age 64 must start paying a share of cost (perhaps hundreds of dollars a month) at age 65. Assembly Bill 715 would have solved that problem by making older persons with countable incomes up to 138% of the Federal Poverty Level eligible for free Medi-Cal. The subject matter of Assembly Bill 715 was changed before the bill finished progressing through the Legislative process.

**Assembly Bill 1042 (Wood)** – This bill would have assisted people receiving Medi-Cal who live in a skilled nursing or other long-term care facility to transition to a home in the community by 1) increasing the maximum amount each individual could set aside for home maintenance costs from the current \$209 per month to the actual minimum cost of maintaining the home, up to 100% of the federal poverty level; and 2) permitting an individual who does not have a home in the community to establish a transitional needs fund, capped at 100% of the Federal Poverty Level, to cover the cost of securing a home in the community. Assembly Bill 1042 failed to pass out of the Senate Appropriations Committee.

**Assembly Bill 1088 (Wood, Chapter 450, Statutes of 2019)** – Prior to 2019, older persons and people with disabilities who qualified for Medi-Cal without a share of cost and were also on Medicare could lose their no cost Medi-Cal because of a confusing Medi-Cal income counting rule. Assembly Bill 1088 provided that an individual who would otherwise be eligible for no cost Medi-Cal benefits, but for the state's contribution to their Medicare premium, would continue to be eligible for Medi-Cal without a share of cost.

**SB 338 (Hueso)** – This bill would remove confusing and duplicative requirements for Long-Term Care Ombudsman policy manuals and would authorize local law enforcement agencies to adopt a policy regarding victimization of seniors and people with disabilities. The bill would also require, when a local law enforcement agency adopts or revises a policy manual on elder and dependent adult abuse on or after October 1, 2020, that the manual include specific provisions related to crimes against children and adults with disabilities and criminal elder and dependent adult abuse.

County	Address	Phone	Website
Alameda	Ombudsman Services of Contra Costa, Solano and Alameda 7677 Oakport Street Oakland, California 94621	(510) 638-6878 Fax: (510) 225-2331 Alt. Fax: (510) 577-1962	<a href="https://www.ccsombudsman.org/">https:// www.ccsombudsman.org/</a>
Alpine	Mother Lode LTC Ombudsman Program, Catholic Charities — Diocese of Stockton 88 Bradford Street Sonora, California 95370	(209) 588-1597 Fax: (209) 532-8448	<a href="https://www.ccstockton.org/senior-services">https://www.ccstockton.org/ senior-services</a>
Amador	Mother Lode LTC Ombudsman Program, Catholic Charities — Diocese of Stockton 88 Bradford Street Sonora, California 95370	(209) 588-1597 Fax: (209) 532-8448	<a href="https://www.ccstockton.org/senior-services">https://www.ccstockton.org/ senior-services</a>
Butte	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, California 95928	(530) 898-5923 Toll Free: (800) 822-0109 Fax: (530) 898-4870	<a href="http://www.passagescenter.org/">http:// www.passagescenter.org/</a>
Calaveras	Mother Lode LTC Ombudsman Program, Catholic Charities — Diocese of Stockton 88 Bradford Street Sonora, California 95370	(209) 588-1597 Fax: (209) 532-8448	<a href="https://www.ccstockton.org/senior-services">https://www.ccstockton.org/ senior-services</a>
Colusa	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, California 95928	(530) 898-5923 Toll Free: (800) 822-0109 Fax: (530) 898-4870	<a href="http://www.passagescenter.org/">http:// www.passagescenter.org/</a>
Contra Costa	Ombudsman Services of Contra Costa, Solano and Alameda 2255 Contra Costa Blvd., Suite 204 Pleasant Hill, California 94523	(925) 685-2070 Fax: (925) 685-2049	<a href="https://www.ccsombudsman.org/">https:// www.ccsombudsman.org/</a>
Del Norte	Area 1 Agency on Aging LTC Ombudsman Program 434 7th Street, Suite 209 Eureka, California 95501	(707) 269-1330 Fax: (707) 269-1331	<a href="http://www.a1aa.org/">http://www.a1aa.org/</a>
El Dorado	El Dorado County LTC Ombudsman Program c/o El Dorado Area Agency on Aging 937 Spring Street Placerville, California 95667	(530) 621-6271 Fax: (530) 653-2197	<a href="https://www.edcgov.us/Government/HumanServices/senior%20services">https://www.edcgov.us/ Government/ HumanServices/senior% 20services</a>

County	Address	Phone	Website
Fresno	Fresno-Madera Ombudsman Program 5363 N. Fresno Street Fresno, California 93710	(559) 224-9177 Fax: (559) 224-9106	<a href="https://valley-caregiver-resource-center.portalbuzz.com/Ombudsman">https://valley-caregiver-resource-center.portalbuzz.com/Ombudsman</a>
Glenn	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, California 95928	(530) 898-5923 Toll Free: (800) 822-0109 Fax: (530) 898-4870	<a href="http://www.passagescenter.org/">http://www.passagescenter.org/</a>
Humboldt	Area 1 Agency on Aging LTC Ombudsman Program 434 7th Street, Suite 209 Eureka, California 95501	(707) 269-1330 Fax: (707) 269-1331	<a href="http://www.a1aa.org/programs-services/ombudsman-program">http://www.a1aa.org/programs-services/ombudsman-program</a>
Imperial	LTC Ombudsman Program 778 W. State Street El Centro, California 92243	(442) 265-7032 Fax: (442) 265-7036	<a href="http://imperial.networkofcare.org/mh/services/agency.aspx?pid=ImperialCountyLongTermCareOmbudsmanProgram_18020">http://imperial.networkofcare.org/mh/services/agency.aspx?pid=ImperialCountyLongTermCareOmbudsmanProgram_18020</a>
Inyo	Eastern Sierra Area Agency on Aging LTC Ombudsman Program 682 Spruce Street Bishop, California 93514	(760) 872-4128 Fax: (760) 873-4250	<a href="https://www.inyocounty.us/services/health-human-services/aging-social-services/aging-services">https://www.inyocounty.us/services/health-human-services/aging-social-services/aging-services</a>
Kern	Kern County LTC Ombudsman Program c/o Greater Bakersfield Legal Assistance, Inc. 615 California Avenue Bakersfield, California 93304	(661) 323-7884 Toll Free: (888) 292-4252, Ext. 1109 Fax: (661) 716-1060	<a href="https://www.kernlongtermcare.com/">https://www.kernlongtermcare.com/</a>
Kings	LTC Ombudsman Program Kings County Commission on Aging 10953 14th Avenue Armona, California 93202 Mailing address: P.O. Box 598 Armona, California 93202	(559) 583-0333 Toll Free: (800) 293-9714 Fax: (559) 582-9627	<a href="https://ktaaa.org/ktaaa/">https://ktaaa.org/ktaaa/</a>
Lake	LTC Ombudsman Program of Lake and Mendocino Counties 16170 Main Street, Unit F Lower Lake, California 95457 Mailing Address: P.O. Box 9000 Lower Lake, California 95457	(707) 262-4525 Fax: (707) 995-1081	<a href="http://www.lakecountyca.gov/Government/Directory/Social_Services/Services/AAA/Programs/LongTerm.htm">http://www.lakecountyca.gov/Government/Directory/Social_Services/Services/AAA/Programs/LongTerm.htm</a>
Lassen	Area 2 Agency on Aging LTC Ombudsman Program 1647 Hartnell Avenue, Suite 13 Redding, California 96002	(530) 229-1435 (main #) (530) 229-1816 Fax: (530) 229-1821	<a href="http://www.psa2.org/Services.html#ltc">http://www.psa2.org/Services.html#ltc</a>



County	Address	Phone	Website
Los Angeles County and City	WISE & Healthy Aging LTC Ombudsman Program 1527 4th Street, 2nd Floor Santa Monica, California 90401	(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	(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 16461 Sherman Way, Suite 177 Van Nuys, California 91406	(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 Boulevard, Suite 203 Pasadena, California 91107	(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 4300 Long Beach Boulevard, Suite 440 Long Beach, California 90807	(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 Boulevard, Suite 104 Montebello, California 90640	(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 5363 N. Fresno Street Fresno, California 93710	(559) 224-9177 Fax: (559) 224-9106	<a href="https://valley-caregiver-resource-center.portalbuzz.com/Ombudsman">https://valley-caregiver- resource- center.portalbuzz.com/ Ombudsman</a>
Marin	Marin County LTC Ombudsman Program 10 North San Pedro Road, Suite 1024 San Rafael, California 94903	(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 Sonoma, California 95370	(209) 588-1597 Fax: (209) 532-8448	<a href="https://www.ccstockton.org/senior-services">https://www.ccstockton.org/ senior-services</a>

County	Address	Phone	Website
Mendocino	LTC Ombudsman Program of Lake and Mendocino Counties 16170 Main Street, Unit F Lower Lake, California 95457 Mailing Address: P.O. Box 9000 Lower Lake, California 95457	(707) 262-4525 Fax: (707) 995-1081	<a href="http://www.lakecountycalifornia.gov/Government/Directory/Social_Services/Services/AAA/Programs/">http:// www.lakecountycalifornia.gov/ Government/Directory/ Social_Services/Services/ AAA/Programs/</a>
Merced	Merced County LTC Ombudsman Program 851 West 23rd Street Merced, California 95340	(209) 385-7402 Fax: (209) 724-4036	<a href="https://www.co.merced.ca.us/1493/Ombudsman">https:// www.co.merced.ca.us/1493/ Ombudsman</a>
Modoc	Area 2 Agency on Aging LTC Ombudsman Program 1647 Hartnell Avenue, Suite 13 Redding, California 96002	(530) 229-1435 (main #) (530) 229-1816 Fax: (530) 229-1821	<a href="http://www.psa2.org/Services.html#ltc">http://www.psa2.org/ Services.html#ltc</a>
Mono	Eastern Sierra Area Agency on Aging LTC Ombudsman Program 682 Spruce Street Bishop, California 93514	(760) 872-4128 Fax: (760) 873-4250	<a href="https://www.inyocounty.us/services/health-human-services/aging-social-services/aging-services">https://www.inyocounty.us/ services/health-human- services/aging-social- services/aging-services</a>
Monterey	Alliance on Aging Ombudsman for LTC 247 Main Street Salinas, California 93901	Monterey: (831) 655-1334 Salinas: (831) 758-4011 Fax: (831) 751-1937	<a href="https://allianceonaging.org/programs/ombudsman/">https://allianceonaging.org/ programs/ombudsman/</a>
Napa	Napa County LTC Ombudsman Program 1443 Main Street, Building D, #125 Napa, California 94559	(707) 255-4236 Fax: (707) 255-4713	<a href="http://napaombudsman.org/">http://napaombudsman.org/</a>
Nevada	LTC Ombudsman Program Agency on Aging Area 4 1401 El Camino Avenue, 4th Floor Sacramento, California 95815	(916) 376-8910 Fax: (916) 376-8914	<a href="https://agencyonaging4.org/long-term-care-ombudsman/">https://agencyonaging4.org/ long-term-care-ombudsman/</a>
Orange	LTC Ombudsman Program c/o Council on Aging — Southern California 2 Executive Circle, Suite 175 Irvine, California 92614	(714) 479-0107 (800) 300-6222 (local access only) Fax: (714) 479-0234	<a href="https://www.coasc.org/programs/ombudsman/">https://www.coasc.org/ programs/ombudsman/</a>

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Placer	LTC Ombudsman Program Agency on Aging Area 4 1401 El Camino Avenue, 4th Floor Sacramento, California 95815	(916) 376-8910 Fax: (916) 376-8914	<a href="https://agencyonaging4.org/long-term-care-ombudsman/">https://agencyonaging4.org/long-term-care-ombudsman/</a>
Plumas	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, California 95928	(530) 898-5923 (800) 822-0109 Fax: (530) 898-4870	<a href="http://www.passagescenter.org/ombudsman.html">http://www.passagescenter.org/ombudsman.html</a>
Riverside	LTC Ombudsman Program c/o Council on Aging — Southern California 9121 Haven Avenue, Suite 220 Rancho Cucamonga, California 91730	(833) 772-6624 Fax: (909) 204-4141	<a href="https://www.coasc.org/programs/ombudsman/">https://www.coasc.org/programs/ombudsman/</a>
Sacramento	LTC Ombudsman Program Agency on Aging Area 4 1401 El Camino Avenue, 4th Floor Sacramento, California 95815	(916) 376-8910 Fax: (916) 376-8914	<a href="https://agencyonaging4.org/long-term-care-ombudsman/">https://agencyonaging4.org/long-term-care-ombudsman/</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	(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>
San Bernardino	LTC Ombudsman Program 686 E. Mill Street San Bernardino, California 92415	(909) 798-8517 Toll Free: (866) 229-0284 Fax: (909) 798-8520	<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 Mailing Address: P.O. Box 23217 MS W-433 San Diego, California 92123	(858) 560-2507 (800) 640-4661 (local access only) Fax: (858) 250-2407	<a href="https://www.sandiegocounty.gov/hhsa/programs/ais/ombudsman_long_term_care/">https://www.sandiegocounty.gov/hhsa/programs/ais/ombudsman_long_term_care/</a>
City and County of San Francisco	San Francisco LTC Ombudsman Program Felton Institute 6221 Geary Boulevard, 3rd Floor San Francisco, California 94121	(415) 751-9788 Fax: (415) 751-9789	<a href="https://felton.org/social-services/seniors/long-term-care-ombudsman-program/">https://felton.org/social-services/seniors/long-term-care-ombudsman-program/</a>



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San Joaquin	San Joaquin County LTC Ombudsman Program 102 South San Joaquin Street Mailing address: P.O. Box 201056 Stockton, California 95201	(209) 468-3785 Fax: (209) 932-2641	<a href="http://www.sjchsa.org/Services/Aging-and-Community-Services/Ombudsman">http://www.sjchsa.org/Services/Aging-and-Community-Services/Ombudsman</a>
San Luis Obispo	LTC Ombudsman Services of San Luis Obispo County 3232 S. Higuera Street, Suite 101B San Luis Obispo, California 93401	(805) 785-0132 Fax: (805) 785-0134	<a href="http://ombudsmanslo.org/">http://ombudsmanslo.org/</a>
San Mateo	LTC Ombudsman Services of San Mateo County, Inc. 711 Nevada Street Redwood City, California 94061	(650) 780-5707 Fax: (650) 364-5399	<a href="https://ossmc.org/">https://ossmc.org/</a>
Santa Barbara	LTC Ombudsman of Santa Barbara County c/o Family Service Agency of Santa Barbara County 123 W. Gutierrez Santa Barbara, California 93101	(805) 922-1236 Fax: (805) 922-1541	<a href="https://fsacares.org/long-term-care-ombudsman/">https://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	(408) 944-0567 Fax: (408) 944-0776	<a href="https://www.catholiccharitiesscc.org/long-term-care-ombudsmen">https://www.catholiccharitiesscc.org/long-term-care-ombudsmen</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	(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	Area 2 Agency on Aging LTC Ombudsman Program 1647 Hartnell Avenue, Suite 13 Redding, California 96002	(530) 229-1435 (main #) (530) 229-1816 Fax: (530) 229-1821	<a href="http://www.psa2.org/Services.html#ltc">http://www.psa2.org/Services.html#ltc</a>
Sierra	LTC Ombudsman Program Agency on Aging Area 4 1401 El Camino Avenue, 4th Floor Sacramento, California 95815	(916) 376-8910 Fax: (916) 376-8914	<a href="https://agencyonaging4.org/long-term-care-ombudsman/">https://agencyonaging4.org/long-term-care-ombudsman/</a>
Siskiyou	Area 2 Agency on Aging LTC Ombudsman Program 1647 Hartnell Avenue, Suite 13 Redding, California 96002	(530) 229-1435 (main #) (530) 229-1816 Fax: (530) 229-1821	<a href="http://www.psa2.org/Services.html#ltc">http://www.psa2.org/Services.html#ltc</a>

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Solano	Ombudsman Services of Contra Costa, Solano and Alameda 2255 Contra Costa Blvd., Suite 204 Pleasant Hill, California 94523	(707) 644-4194 Fax: (707) 638-0323	<a href="https://www.ccsombudsman.org/">https:// www.ccsombudsman.org/</a>
Sonoma	LTC Ombudsman Program Senior Advocacy Services 1129 Industrial Avenue, Suite 201 Petaluma, California 94952	(707) 526-4108 Fax: (707) 526-5118	<a href="https://senioradvocacyservices.org/ombudsman/">https:// senioradvocacyservices.org/ ombudsman/</a>
Stanislaus	Stanislaus LTC Ombudsman Program Catholic Charities 2351 Tenaya Drive, Suite D Modesto, California 95354 Mailing address: P.O. Box 516488 Modesto, California 95357	(209) 529-3784 Fax: (209) 593-6125	<a href="https://www.ccstockton.org/senior-services">https://www.ccstockton.org/ senior-services</a>
Sutter	LTC Ombudsman Program Agency on Aging Area 4 1401 El Camino Avenue, 4th Floor Sacramento, California 95815	(916) 376-8910 Fax: (916) 376-8914	<a href="https://agencyonaging4.org/long-term-care-ombudsman/">https://agencyonaging4.org/ long-term-care-ombudsman/</a>
Tehama	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, California 95928	(530) 898-5923 (800) 822-0109 Fax: (530) 898-4870	<a href="http://www.passagescenter.org/ombudsman.html">http:// www.passagescenter.org/ ombudsman.html</a>
Trinity	Area 2 Agency on Aging LTC Ombudsman Program 1647 Hartnell Avenue, Suite 13 Redding, California 96002	(530) 229-1435 (main #) (530) 229-1816 Fax: (530) 229-1821	<a href="http://www.psa2.org/Services.html#ltc">http://www.psa2.org/ Services.html#ltc</a>
Tulare	LTC Ombudsman Program Kings County Commission on Aging 10953 14th Avenue Armona, California 93202 Mailing address: P.O. Box 598 Armona, California 93202	(559) 583-0333 Toll Free: (800) 293-9714 Fax: (559) 582-9627	<a href="https://ktaaa.org/ktaaa/index.cfm/services/long-term-careombudsman-services/">https://ktaaa.org/ktaaa/ index.cfm/services/long-term- careombudsman-services/</a>
Tuolumne	Mother Lode LTC Ombudsman Program, Catholic Charities — Diocese of Stockton 88 Bradford Street Sonora, California 95370	(209) 588-1597 Fax: (209) 532-8448	<a href="https://www.ccstockton.org/senior-services">https://www.ccstockton.org/ senior-services</a>
Ventura	LTC Ombudsman Services Ventura County, Inc. 2021 Sperry Avenue, #35 Ventura, California 93003	(805) 656-1986 Fax: (805) 658-8540	<a href="http://www.ombudsmanventura.org/">http:// www.ombudsmanventura.org/</a>
Yolo and Yuba	LTC Ombudsman Program Agency on Aging Area 4 1401 El Camino Avenue, 4th Floor Sacramento, California 95815	(916) 376-8910 Fax: (916) 376-8914	<a href="https://agencyonaging4.org/long-term-care-ombudsman/">https://agencyonaging4.org/ long-term-care-ombudsman/</a>

# California Long-Term Care Ombudsman Program

The Office of the State Long-Term Care Ombudsman operates a statewide 24-hour toll-free CRISISline to receive complaints and relay requests for local Long-Term Care Ombudsman services. These services are free and confidential, and interpreter services are available.

In California, every skilled nursing facility and residential care facility for the elderly, including board and care homes and assisted living facilities, is required to display one or more current posters with the CRISISline phone number. Each poster also includes the name, address, and phone number of the nearest Long-Term Care Ombudsman program. Posters are provided at no cost to long-term care facilities.

<b>24-Hour CRISISline</b>	<b>(800) 231-4024</b>
<b>For callers with hearing impairments: TDD/TTY</b>	<b>(800) 735-2929 or (800) 735-2922</b>

Office of the State Long-Term Care Ombudsman  
1300 National Drive, Suite 200  
Sacramento, California 95834

Phone: (916) 419-7510  
Fax: (916) 928-2503  
Email: [stateomb@aging.ca.gov](mailto:stateomb@aging.ca.gov)