

# California Long-Term Care Ombudsman Program

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**Annual Report  
Federal Fiscal Year 2018**

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## 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 8,471 long-term care facilities. We also work to improve care through education, legislation, and systemic advocacy.

During 2018, we investigated more than 39,000 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 820 state-

- 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

*During 2018, we investigated more than 39,000 complaints from residents, family members, and others.*

certified Ombudsman representatives, and nearly 80 percent of these people are volunteers.

### **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:

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.

## Long-Term Care Ombudsman Program

# We handled thousands of cases, calls and questions during Federal Fiscal Year 2018

<ul style="list-style-type: none"> <li>● <b>INVESTIGATED</b> 39,346 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> 15,339 consultations to facility staff on topics including resident rights, resident care issues, and Ombudsman services and responsibilities.</li> </ul>
<ul style="list-style-type: none"> <li>● <b>RESOLVED</b> or partially resolved 67 percent of these complaints to the resident's satisfaction.</li> </ul>	<ul style="list-style-type: none"> <li>● <b>DELIVERED</b> 593 community education sessions at senior care events, health fairs, and in other public settings.</li> </ul>
<ul style="list-style-type: none"> <li>● <b>RESPONDED</b> to 29,522 calls made to a statewide toll-free 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> 342 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 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, 3,152 resident council meetings and 218 family council meetings.</li> </ul>
<ul style="list-style-type: none"> <li>● <b>PROVIDED</b> 73,141 individual consultations on topics such as resident care, Advance Health Care Directives (AHCD), and Ombudsman services and responsibilities.</li> </ul>	<ul style="list-style-type: none"> <li>● <b>PARTICIPATED</b> in 673 facility surveys conducted by state licensing agencies to provide information to surveyors and advocate for residents.</li> </ul>

## 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.*





# Orange County Ombudsman faces bedbugs, understaffing and chaos in troubled facility

Pam Beckman was just leaving a nursing home one Friday afternoon, ready to head home, when her phone rang. It was the administrator of an assisted living facility with 130 residents.

"Pam, the employees are going to walk off, and I've resigned," the administrator told her. Beckman immediately called her supervisor at the Orange County Long-Term Care Ombudsman Program and headed for the facility.

### Residents in Danger

Beckman, a regional coordinator, had only been assigned the facility the previous month, but she had already reported numerous serious problems: too few staff members, not enough food, bedbugs, cockroaches, and a broken door alarm in the memory care unit that left residents with dementia at risk of wandering away.

When Beckman arrived at the facility that Friday, she found a skeleton crew. Many staff members had recently quit due to not being paid, and the facility's owner had effectively vanished.

Beckman spent a good part of the weekend at the facility,

documenting problems and working with the state agency that licenses assisted living facilities.

There were two caregivers for 130 residents, including 30 people in the memory care unit, which serves people with dementia. To make matters



*Long-Term Care Ombudsman representative Pam Beckman, right, with a resident.*

*The facility had too few staff, inadequate food, bedbugs, cockroaches, and a broken door alarm in the memory care unit that left residents with dementia at risk of wandering away.*

worse, it was raining and the roof was leaking. "We had trash barrels all over the building," she said.

### Long Recovery

Beckman spent many hours at the facility in the following weeks. That December, she arranged with a program called Smile Makers to host a

holiday party for the facility's residents, many of whom have few visitors. The residents received gifts, and Beckman played her accordion.

Since the weekend crisis, a new owner has taken over, and the facility is improving, said Libby Anderson, the Orange County program coordinator. "But for Pam being in the facility and her advocacy, it might have taken even longer for it to be resolved."

"Pam is such an incredible advocate. She really, really takes it to heart."

### San Luis Obispo Ombudsman staff and volunteers protect vulnerable residents

#### Mildred

Mildred had lived in a nursing home for six months following the death of her husband, who had been her caregiver. Mildred's daughter was in charge of her money and was supposed to pay for her care at the nursing home. Unfortunately, her daughter spent the money on herself and did not pay Mildred's nursing home bill. Facility staff contacted Long-Term Care Ombudsman Services of San Luis Obispo County for help because they did not want to evict Mildred. The Ombudsman program worked with law enforcement to stop Mildred's daughter from using her money. Other family members are now taking care of Mildred's bills.



The Ombudsman was able to ensure that facility staff protected Frances from further abuse.

#### Jennifer

Jennifer had resided in a residential care facility for the elderly since 1999. Eventually, she used all of her savings to pay for the facility. She contacted the Ombudsman program for help to avoid being evicted to a nursing home. The program was able to help Jennifer qualify for state and federal programs that subsidize her care. In addition, the Ombudsman program helped the facility understand licensing regulations that prevent evictions in some cases.

*The residents' names have been changed to protect their privacy.*

#### Frances

Frances had lived in a nursing home for one year. Due to a stroke, she was unable to move her body and she was in bed most of the time. Frances told her Ombudsman that another resident was coming into her room and hitting her, grabbing her arms and legs and yelling at her.

### Ventura County Helping families find answers

"I had been trying for months to find out about options for my mom and spoke to numerous social workers, doctors, nurses, case managers, and membership specialists. I estimate making over 100 calls for help. Then a good friend told me to try the Ventura County Ombudsman. I made one call and all of my questions were answered. Thank you for giving me the time, the support, the kindness, and true compassion at the most difficult time I have experienced in my life."

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"I called in tears and was immediately supported/reassured by the staff member at the Ventura County Long-Term Care office. She told me that an Ombudsman would get in touch with me or my mother (who had recently been placed in a Skilled Nursing Facility) very soon. Well, that was around 5 p.m. and at 9 a.m. the next morning the Ombudsman was already at the Nursing Home to meet with my mother and check on her care."

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"I attended a 4 week workshop at a church campus taught by Sylvia which was THE MOST HELPFUL class I EVER attended, anytime, anywhere! I learned exactly what I needed to know as my father, who had Alzheimer's, went downhill."

# State Ombudsman addresses wildfires, homelessness, elder abuse and other issues



## Disaster Response

When devastating wildfires hit California, Ombudsman staff and volunteers went into action locating and assisting hundreds of long-term care residents who had been hastily evacuated from nursing homes and other facilities. The program had recently trained managers around the state on planning for and responding to disasters. The State Ombudsman also supported Assembly Bill 3098 (Friedman, Chapter 348, Statutes of 2018), which strengthened emergency planning requirements for residential care facilities for the elderly.

nursing homes to the streets and back again. In order to best serve these people, Ombudsman representatives have partnered with local homeless advocates. These advocates are able to help residents apply for benefits and find stable housing while the

*Each year, the Office of the State Long-Term Care Ombudsman and its 35 local programs work for and against proposed legislation, advocate for changes to regulations, and collaborate with other agencies and organizations to improve care and protect residents.*

premature institutionalization. Those who live in long-term care facilities sometimes feel forced to hide their identities. In response, the Ombudsman program developed new training materials to help its staff and volunteers better understand and advocate for LGBT residents.

## Homelessness

As California's population ages and housing becomes increasingly unaffordable, growing numbers of older adults and people with disabilities are finding themselves homeless. Local Ombudsman programs frequently encounter people who cycle from hospitals to

Ombudsman representatives focus on meeting their needs while they are in facilities.

## LGBT Training

For too long, lesbian, gay, bisexual, and transgender (LGBT) people have been disproportionately vulnerable to marginalization, isolation, homelessness, poverty, and

## Elder Abuse

The State Long-Term Care Ombudsman supported legislation allowing victims of elder and dependent adult abuse to participate in the California Address Confidentiality Program, also known as Safe at Home. This bill, which was signed into law by Governor Jerry Brown (Stern, Chapter 517, Statutes of 2018) means these abuse victims may now use a confidential, substitute address to manage their affairs and protect their privacy from potential abusers.



# Los Angeles regional coordinator honored for “wholehearted commitment” to residents



Rachel Tate

When Rachel Tate became a Long-Term Care Ombudsman 12 years ago, she thought the work would be easy compared to her former job. The social worker had just spent seven years working on Los Angeles' skid row dealing with HIV, addiction, homelessness, and mental illness.

Then she handled her first solo case as an Ombudsman. “It was a woman in her 80s who had been raped in her nursing home. I will never forget her.”

Today, Tate is one of five regional coordinators for WISE & Healthy Aging's Long-Term Care Ombudsman Program in Los Angeles.

les. The program covers more than 1,700 nursing homes and assisted living facilities.

### National Award

In 2018, the National Consumer Voice for Quality Long-Term Care honored Tate with the prestigious Howard Hinds Memorial Award.

She was nominated by one of her volunteers, Dr. Laura Mosqueda, Dean of the Keck School of Medicine at the University of Southern California and Co-Director

*When Tate meets a new resident, she doesn't give a long explanation about her role. She just says, “My job here is to be your voice and to be loud and clear so everyone can hear your voice. You are the boss. What do you want to do?”*

of the National Center on Elder Abuse.

“I have been incredibly fortunate to have Ms. Tate as my supervisor and to observe her wholehearted commitment to the rights of the long-term care residents she serves – visiting on eve-

nings, weekends and doing whatever it takes,” she wrote in her nomination letter.

Despite Tate's long experience, dealing with neglect and abuse has never become easy.

### Resident Dumped

In one case, a nursing home dumped a mentally ill resident who had never lived independently at an unlicensed boarding home. The resident had recently had a colostomy, but the nursing home did not provide any

training or supplies, forcing the resident to use a garbage bag to catch his waste.

Sometimes a resident's needs are less critical, like the resident who longed for “frosty pink lipstick.” Facility staff didn't consider this a real need. Tate persisted and the resident got her lipstick. “Small things matter,” she said.

When Tate meets a new resident, she doesn't give a long explanation about her role. She just says, “My job here is to be your voice and to be loud and clear so everyone can hear your voice. You are the boss. What do you want to do?”

## Annual Report

### Resident rights and resident care issues were the most common reasons people asked for help

Category	Percentage Of Total	Specific Issues
<b>Resident Rights</b>	<b>42%</b>	Abuse, Access to Information, Admission, Transfer, Discharge, Eviction, Autonomy, Choice, Exercise of Rights, Privacy, Financial, Property
<b>Quality of Life</b>	<b>23%</b>	Activities and Social Services, Dietary, Environment
<b>Resident Care</b>	<b>25%</b>	Care, Rehabilitation or Maintenance of Function, Restraints: Chemical and/or Physical
<b>Facility Administration</b>	<b>3%</b>	Policies, Procedures, Staff Attitudes, Resources, Staffing
<b>Complaints Against Others (Not Against the Facility)</b>	<b>4%</b>	Certification/Licensing Agency, State Medicaid Agency, System/Others
<b>Complaints about Services in Other Settings</b>	<b>3%</b>	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)





## Long-Term Care Ombudsman Program

### Volunteers are critical to the program's success

Nearly 80 percent of California's roughly 820 state-certified Ombudsman representatives are volunteers. In 2018, these dedicated people donated 91,414 hours to the program, which represented a contribution worth an estimated \$2.7 million.

#### Training

Before working as an Ombudsman representative, 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 repre-

sentatives 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 Rodriguez. "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."



Orange County volunteer Ombudsman Lindlee Sims, left, visits a resident.

#### 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.

### How many licensed facilities does California have?

Skilled Nursing Facilities	1,234 facilities
	118,508 beds
Residential Care Facilities for the Elderly	7,237 facilities
	183,787 beds
Statewide Totals	8,471 facilities
	302,295 beds

Sources: California Department of Public Health and California Department of Social Services, 2018.

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

State Funds	\$5,889,068
Federal Funds	\$4,382,058
Local Funds	\$2,286,240
Total	\$12,557,366

Source: California State Annual Ombudsman Report for FFY 2018, U.S. Department of Health and Human Services, Administration on Aging

### Protecting residents' rights

Certified 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
- Be given advance notice of plans to transfer or discharge them

### El Dorado County volunteer is a tireless voice for residents



*John Raslear, left, visits retired volunteer Ombudsman Bob Havilla, 94, who lives in an assisted living facility.*

After a long career as a New York City educator, adjunct college professor, summer camp director, property lines insurance investigator, and computer salesman, John Raslear retired to El Dorado County to be near his two daughters and now six granddaughters.

When he and his wife began searching for an assisted living facility for his mother-in-law, Raslear learned about the great need for Ombudsmen, and he volunteered.

Raslear has worked with the Ombudsman program for six years and spends about 30 hours a month visiting several large assisted living facilities.

"While I wear many hats in my local community, my most important hat is as an Ombudsman," Raslear said. "I cannot express the satisfaction that I

experience when I can reach out to help a fellow senior."

Raslear's "insight and diligence" have proved invaluable, according to Deborah Johnston, coordinator of the El Dorado County Long-Term Care Ombudsman Program. His lifetime of accumulated knowledge, wisdom and experience enable him to handle complex cases and help residents resolve problems.

#### Music and Quilts

Raslear is also the Outreach Coordinator for the Folsom Concert Association, which brings professional musicians into facilities for live performances at no cost to the facilities. And he works with Four Seasons Quilters to distribute hundreds of quilts, clothing protectors and walker bags to residents.

#### Involving Students

In addition, Raslear works with Holy Trinity School in El Dorado Hills to organize opportunities for students to visit a local memory care facility and interact with residents. And he teams up with Oak Ridge High School's Sunshine for Senior Citizens Club to download music playlists onto digital music players for residents as part of the Music & Memory program.

Raslear was named El Dorado County Senior of the Year for 2019.

# Long-term care ombudsman representatives investigate all types of abuse and neglect

Long-Term Care Ombudsman programs around the country are charged with resolving problems and advocating for the rights of people residing in long-term care facilities. In California, state law gives the program an additional responsibility — receiving reports from mandated reporters regarding suspect-

ed abuse of adults living in facilities. During Federal Fiscal Year 2018, the Ombudsman Program received 9,209 complaints related to suspected abuse. This amounted to 23 percent of all complaints received by the program.



TYPES OF ABUSE	Skilled Nursing Facilities	Residential Care Facilities For the Elderly	Total	Percentage Of Abuse Complaints
Physical	1,566	597	2,163	23%
Sexual	511	152	663	7%
Verbal/Psychological	847	337	1,184	13%
Financial	421	345	766	8%
Gross Neglect	1,185	586	1,771	19%
Resident to Resident (Physical or Sexual Abuse)	2,023	639	2,662	29%
Total	6,553	2,656	9,209	100%



## Contact Your Local Long-Term Care Ombudsman Program

County	Address	Phone	Website
Alameda	Alameda County LTC Ombudsman Program 6955 Foothill Boulevard, Suite 300 Oakland, California 94605	(510) 638-6878 Fax: (510) 577-1965 Alt. Fax: (510) 577-1962	<a href="#"><u>Alameda County Long-Term Care Ombudsman Program Website Link</u></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="#"><u>Mother Lode Long-Term Care Ombudsman Program Website Link</u></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="#"><u>Mother Lode Long-Term Care Ombudsman Program Website Link</u></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="#"><u>PASSAGES Long-Term Care Ombudsman Program Website Link</u></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="#"><u>Mother Lode Long-Term Care Ombudsman Program Website Link</u></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="#"><u>PASSAGES Long-Term Care Ombudsman Program Website Link</u></a>
Contra Costa	Ombudsman Services of Contra Costa County, Inc. 2255 Contra Costa Blvd., Suite 204 Pleasant Hill, California 94523	(925) 685-2070 Fax: (925) 685-2049	<a href="#"><u>Ombudsman Services of Contra Costa County, Inc. Website Link</u></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="#"><u>Area 1 Agency on Aging Long-Term Care Ombudsman Program Website Link</u></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="#"><u>El Dorado County Long-Term Care Ombudsman Program Website Link</u></a>

## Contact Your Local Long-Term Care Ombudsman Program

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="#">Fresno-Madera Ombudsman Program</a> <a href="#">Website Link</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="#">PASSAGES Long-Term Care Ombudsman Program</a> <a href="#">Website Link</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="#">Area 1 Agency on Aging Long-Term Care Ombudsman Program</a> <a href="#">Website Link</a>
Imperial	LTC Ombudsman Program 778 W. State Street El Centro, California 92243	(442) 265-7032 Fax: (442) 265-7036	<a href="#">Imperial Long-Term Care Ombudsman Program</a> <a href="#">Website Link</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="#">Eastern Sierra Area Agency on Aging Long-Term Care Ombudsman Program</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="#">Kern County Long-Term Care Ombudsman Program</a> <a href="#">Website Link</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="#">Kings-Tulare Long-Term Care Ombudsman Program</a> <a href="#">Website Link</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="#">Long-Term Care Ombudsman Program of Lake and Mendocino Counties</a> <a href="#">Website Link</a>
Lassen	Area 2 Agency on Aging LTC Ombudsman Program 1647 Hartnell Avenue, Suite 9 Redding, California 96002	(530) 229-1435 (main #) (530) 229-1816 Fax: (530) 229-1821	<a href="#">Area 2 Agency on Aging Long-Term Care Ombudsman</a> <a href="#">Website Link</a>

## Contact Your Local Long-Term Care Ombudsman Program

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="#">WISE &amp; Healthy Aging Long-Term Care Ombudsman Program</a> Website Link
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="#">WISE &amp; Healthy Aging Long-Term Care Ombudsman Program</a> Website Link
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="#">WISE &amp; Healthy Aging Long-Term Care Ombudsman Program</a> Website Link
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="#">WISE &amp; Healthy Aging Long-Term Care Ombudsman Program</a> Website Link
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="#">WISE &amp; Healthy Aging Long-Term Care Ombudsman Program</a> Website Link
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="#">WISE &amp; Healthy Aging Long-Term Care Ombudsman Program</a> Website Link
Madera	Fresno-Madera Ombudsman Program 5363 N. Fresno Street Fresno, California 93710	(559) 224-9177 Fax: (559) 224-9106	<a href="#">Fresno-Madera Ombudsman Program</a> Website Link
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="#">Marin County Long-Term Care Ombudsman Program</a> Website Link
Mariposa	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="#">Mother Lode Long-Term Care Ombudsman Program</a> Website Link



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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="#"><u>Long-Term Care Ombudsman Program of Lake and Mendocino Counties</u></a> Website Link
Merced	Merced County LTC Ombudsman Program 851 West 23rd Street Merced, California 95340	(209) 385-7402 Fax: (209) 724-4036	<a href="#"><u>Merced County Long-Term Care Ombudsman Program</u></a> Website Link
Modoc	Area 2 Agency on Aging LTC Ombudsman Program 1647 Hartnell Avenue, Suite 9 Redding, California 96002	(530) 229-1435 (main #) (530) 229-1816 Fax: (530) 229-1821	<a href="#"><u>Area 2 Agency on Aging Long-Term Care Ombudsman</u></a> Website Link
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="#"><u>Eastern Sierra Area Agency on Aging Long-Term Care Ombudsman Program</u></a> Website Link
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="#"><u>Alliance on Aging Ombudsman for Long-Term Care</u></a> Website Link
Napa	Napa County LTC Ombudsman Program 1443 Main Street, Building D, #125 Napa, California 94559	(707) 255-4236 Fax: (707) 255-4713	<a href="#"><u>Napa County Long-Term Care Ombudsman Program</u></a> Website Link
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="#"><u>Long-Term Care Ombudsman Program Agency on Aging Area 4</u></a> Website Link
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="#"><u>Long-Term Care Ombudsman Program c/o Council on Aging — Southern California</u></a> Website Link

## Contact Your Local Long-Term Care Ombudsman Program

County	Address	Phone	Website
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="#">Long-Term Care Ombudsman Program Agency on Aging Area 4 Website Link</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="#">PASSAGES Long-Term Care Ombudsman Program Website Link</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="#">Long-Term Care Ombudsman Program c/o Council on Aging — Southern California Website Link</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="#">Long-Term Care Ombudsman Program Agency on Aging Area 4</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="#">Long-Term Care Ombudsman Program of Santa Cruz and San Benito Counties Website Link</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="#">San Bernardino County Long-Term Care Ombudsman Program Website Link</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="#">County of San Diego Long-Term Care Ombudsman Program Website Link</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="#">San Francisco Long-Term Care Ombudsman Program Website Link</a>

## Contact Your Local Long-Term Care Ombudsman Program

County	Address	Phone	Website
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="#"><u>San Joaquin County Long-Term Care Ombudsman Program</u></a> Website Link
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="#"><u>LTC Ombudsman Services of San Luis Obispo County</u></a> Website Link
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="#"><u>Long-Term Care Ombudsman Services of San Mateo County, Inc.</u></a> Website Link
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="#"><u>Long-Term Care Ombudsman of Santa Barbara County</u></a> Website Link
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="#"><u>Santa Clara County Long-Term Care Ombudsman Program</u></a> Website Link
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="#"><u>Long-Term Care Ombudsman Program of Santa Cruz and San Benito Counties</u></a> Website Link
Shasta	Area 2 Agency on Aging LTC Ombudsman Program 1647 Hartnell Avenue, Suite 9 Redding, California 96002	(530) 229-1435 (main #) (530) 229-1816 Fax: (530) 229-1821	<a href="#"><u>Area 2 Agency on Aging Long-Term Care Ombudsman</u></a> Website Link
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="#"><u>Long-Term Care Ombudsman Program Agency on Aging Area 4</u></a> Website Link
Siskiyou	Area 2 Agency on Aging LTC Ombudsman Program 1647 Hartnell Avenue, Suite 9 Redding, California 96002	(530) 229-1435 (main #) (530) 229-1816 Fax: (530) 229-1821	<a href="#"><u>Area 2 Agency on Aging Long-Term Care Ombudsman</u></a> Website Link



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County	Address	Phone	Website
Solano	Solano County LTC Ombudsman Program 2255 Contra Costa Blvd., Suite 204 Pleasant Hill, California 94523	(707) 644-4194 Fax: (707) 638-0323	<a href="#">Solano County Long-Term Care Ombudsman Program</a> Website Link
Sonoma	LTC Ombudsman Program Senior Advocacy Services 1129 Industrial Avenue, Suite 201 Petaluma, California 94952	(707) 526-4108 Fax: (707) 526-5118	<a href="#">Sonoma County Long-Term Care Ombudsman Program</a> Website Link
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="#">Stanislaus Long-Term Care Ombudsman Program</a> Website Link
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="#">Long-Term Care Ombudsman Program Agency on Aging Area 4</a> Website Link
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="#">PASSAGES Long-Term Care Ombudsman Program</a> Website Link
Trinity	Area 2 Agency on Aging LTC Ombudsman Program 1647 Hartnell Avenue, Suite 9 Redding, California 96002	(530) 229-1435 (main #) (530) 229-1816 Fax: (530) 229-1821	<a href="#">Area 2 Agency on Aging Long-Term Care Ombudsman</a> Website Link
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="#">Long-Term Care Ombudsman Program</a> Website Link
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="#">Mother Lode Long-Term Care Ombudsman Program</a> Website Link
Ventura	LTC Ombudsman Services Ventura County, Inc. 2021 Sperry Avenue, #35 Ventura, California 93003	(805) 656-1986 Fax: (805) 658-8540	<a href="#">Long-Term Care Ombudsman Services Ventura County, Inc.</a> Website Link
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="#">Long-Term Care Ombudsman Program Agency on Aging Area 4</a> Website Link

# California Long-Term Care Ombudsman Program

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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 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 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)

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