

CALIFORNIA LONG-TERM CARE OMBUDSMAN PROGRAM

**ANNUAL REPORT
FEDERAL FISCAL YEAR 2016**

PRODUCED BY THE OFFICE OF THE STATE LONG-TERM CARE OMBUDSMAN

Message from the State Long-Term Care Ombudsman



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 8,638 long-term care facilities. We also work to improve care through education, legislation, and systemic advocacy.

During 2016, we investigated nearly 42,000 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 more than 900 State-certified Ombudsman representatives, a majority of whom are volunteers.

How do we help?

Ombudsman representatives assist residents with issues related to day-to-day care, health, safety, dignity, legal rights, 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

During 2016, we investigated nearly 42,000 complaints from residents, family members, and others.

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.

Joseph Rodrigues
California State Long-Term Care Ombudsman

What We Accomplished

In 2016, the California Long-Term Care Ombudsman Program:

INVESTIGATED 41,788 complaints made by or on behalf of residents in long-term care facilities.

RESOLVED or partially resolved 67 percent of these complaints to the satisfaction of the resident.

RESPONDED to 20,253 calls made to a statewide toll-free Ombudsman CRISISline (800-231-4024). Callers reported complaints, obtained assistance with urgent problems, and received information about issues such as resident rights and resident care.

VISITED 4,162 facilities at least quarterly, not in response to complaints, to observe facility conditions and be available to residents for assistance.

PROVIDED 56,888 individual consultations on topics such as resident care, Advance Health Care Directives (AHCD), and Ombudsman services, roles, and responsibilities.

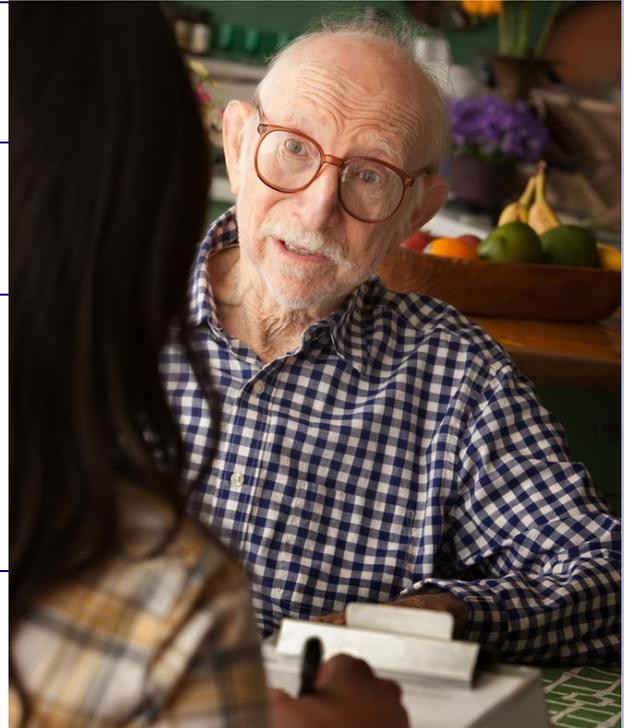
COMPLETED 14,516 consultations to facility staff on topics including resident rights, resident care issues, and Ombudsman services, roles, and responsibilities.

CONDUCTED 314 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.

DELIVERED 639 community education sessions, including senior care events, health fairs, and other presentations to the public.

SUPPORTED resident and family self-advocacy by attending, at the request of council members, 3,019 resident council meetings and 175 family council meetings in facilities.

PARTICIPATED in 591 facility surveys conducted by state licensing agencies to provide information to surveyors and advocate for residents.



Restoring a resident's control over her own life

Annette* was placed in a dementia care facility by her daughter. She arrived without any personal effects, family photos, or mementos from her past.

On a routine facility visit, a Contra Costa County Ombudsman representative met Annette and immediately took notice. According to the staff, Annette sat quietly in her room most of the time where she'd read the paper daily. She seemed lucid and very capable of making decisions. On further investigation, Annette revealed that her daughter refused to bring her any

personal effects. For someone who had always taken great pride in her appearance, being without her clothes, makeup, and even basic hygiene products made her sad. Annette begged the Ombudsman to contact her brother and sister and tell them where she was.

The Ombudsman did as Annette asked and learned that her daughter had assumed financial power of attorney after a recent surgery and had then placed Annette in the facility and rented out her home. The daughter had simultaneously drained Annette's bank accounts to buy a home for her son.

**Not her real name*



The Ombudsman learned that Annette's daughter had refused to bring personal belongings and instructed the facility not to provide any or allow her to dye her hair its signature blonde because her mother was "too vain."

After months of difficult negotiations and conversations with attorneys, physicians, and dementia experts, the Ombudsman, with the help of Annette's siblings, was able to restore Annette's right to make her own decisions and have her financial assets returned. Armed again with the retirement funds

that she and her late husband had guarded for so many years, Annette returned to her home with the help of caregivers. She has resumed her once-active life and frequents her favorite café, where she enjoys reading the paper and connecting with her neighbors. Her hair is once again blonde and she treasures her trips to the hair dresser.

The Ombudsman representative recently received a card from Annette's brother and sister saying "Thank you for giving us a road map and helping us through this process."

Article first published in The Elder Voice, Spring 2016 edition, which is produced by Ombudsman Services of Contra Costa County.

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.

Complaints: What Were They About?

Category	Percentage Of Total	Specific Issues
Resident Rights	40%	Abuse, Access to Information, Admission, Transfer, Discharge, Eviction, Autonomy, Choice, Exercise of Rights, Privacy, Financial, Property
Quality of Life	24%	Activities and Social Services, Dietary, Environment
Resident Care	25%	Care, Rehabilitation or Maintenance of Function, Restraints: Chemical and/or Physical
Facility Administration	3%	Policies, Procedures, Staff Attitudes, Resources, Staffing
Complaints Against Others (Not Against the Facility)	4%	Certification/Licensing Agency, State Medicaid Agency, System/Others
Complaints about Services in Other Settings	4%	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)

Volunteers are critical to our success



Ombudsman representatives from the San Mateo County program

More than two-thirds of California's 900-plus State-certified Ombudsman representatives are volunteers. In Federal Fiscal Year 2016, these dedicated people donated 104,735 hours to the program. These hours represent a contribution of nearly \$3 million.

According to the nonprofit Independent Sector, an hour of volunteer time in California was worth \$28.46 in 2016.

We Cover Thousands of Facilities

How many licensed long-term care facilities does California have?

Skilled Nursing Facilities	1,252 Facilities
	118,925 Beds
Residential Care Facilities for the Elderly	7,386 Facilities
	180,285 Beds
Combined Totals	8,638 Facilities
	299,210 Beds

Sources: California Department of Public Health and California Department of Social Services, 2016.

How is the Long-Term Care Ombudsman Program funded?

State Funds: \$5,953,461
Federal Funds: \$3,922,489
Local Funds: \$1,775,204
Total: \$11,651,154

Source: California State Annual Ombudsman Report for FFY 2016, U.S. Department of Health and Human Services, Administration on Aging

Ombudsman steps in when resident suffers neglect

A Spanish-speaking woman called the Fresno-Madera Long-Term Care Ombudsman Program because her husband, who had been in a nursing home for three months recovering from a stroke, was developing bedsores and losing weight.

She said she had complained to the staff about his care, and after that it got worse. They stopped getting him out of bed and dressed at all. Her husband was being fed through a feeding tube, but he complained about being hungry.

After she complained to the staff about her husband's care, it got worse.

An Ombudsman representative called the facility and asked that a care plan meeting be scheduled. During the meeting, the Ombudsman learned that while the resident had originally been assessed as needing a feeding tube, the facility's doctor had never conducted a swallow test to see if he could resume eating food by mouth. His wife admitted she had recently been "sneaking" gelatin and baby food to him — and he was able to eat it. The Ombudsman advocated for the resident's right to consume food orally, if he wished.

As a result of the meeting, the staff agreed to get the resident out of bed every day, to provide prescribed physical therapy (which had been provided inconsistently), and to schedule needed appointments with a dentist, an ophthalmologist, and a podiatrist. He also began eating pureed food by mouth.

Some time later the resident's wife called the Ombudsman program to thank them. She said he was doing so well that the facility planned to remove his feeding tube, and they hoped he would go home soon.

When Abuse Is Suspected

Abuse cases represent 20 percent of the Long-Term Care Ombudsman Program's work

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 suspected abuse of adults living in facilities. During Federal Fiscal Year 2016, the Ombudsman Program received 8,414 complaints related to suspected abuse. This amounted to 20 percent of all complaints received.

Types of Abuse	Skilled Nursing Facilities	Residential Care Facilities For the Elderly	Total	Percentage Of Abuse Complaints
Physical	1,514	538	2,052	24%
Sexual	469	160	629	8%
Verbal/Psychological	703	303	1,006	12%
Financial	323	357	680	8%
Gross Neglect	866	469	1,335	16%
Resident to Resident (Physical or Sexual Abuse)	2,047	665	2,712	32%
Total	5,922	2,492	8,414	N/A

State Ombudsman focuses on preventing infections

According to the Agency for Healthcare Research and federal Quality (AHRQ), there are one to three million serious infections annually in nursing homes. Infections are among the most frequent causes of admission to hospitals from nursing homes, and as many as 380,000 residents/patients die annually of infections. Urinary tract infections (UTIs) are among the most common healthcare-associated infections (HAIs) in nursing homes. A catheter-associated UTI or CAUTI is a specific type of urinary tract infection caused by a catheter. Many residents are transferred to nursing homes from hospitals with indwelling urinary catheters, and these can lead to CAUTIs.

Advocating for residents

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.

Resolution: During 2016, the Office of the State Long-Term Care Ombudsman sought to raise awareness among local long-term care Ombudsman representatives about CAUTIs and HAIs and to equip these representatives with educational tools. Working in partnership with the National Consumer Voice for Quality Long-Term Care, the Health Research and Educational Trust, the Agency for Healthcare Research and Quality at the U.S. Department of Health and Human Services, and the Health Services Advisory Group (California's Medicare Quality Improvement Organization), the Office provided eight training sessions for Ombudsman representatives around the state. Close to 200 representatives were trained to educate residents and families so they are empowered to speak to staff about these dangerous infections.

Facilities need more staff to prevent resident-to-resident abuse

In 2016, the number one complaint the California Long-Term Care Ombudsman Program received concerning both skilled nursing facilities and residential care facilities for the elderly was resident-to-resident physical or sexual abuse. The program investigated more than 2,700 complaints that alleged resident-to-resident physical or sexual abuse.

Altercations between roommates, bullying among residents, a mixture of older and younger residents, and a lack of supervision or diverting activities for residents with dementia all contribute to this problem.

Resolution: While no one solution will solve the problem, a multipronged approach should be used to address it. Solutions can include better understanding of and respect for individual residents and their preferences, a comprehensive pre-admission assessment of potential residents, increased supervision by more caregivers, and appropriate non-pharmacological approaches to deal with people who have dementia would help diffuse situations and better protect residents from harm. The California Long-Term Care Ombudsman advocates for an increase in nursing home and residential care facility staffing so that a safe home can be provided for residents.

Santa Cruz Ombudsman fights illegal “dumping” of resident

One way that nursing homes improperly discharge residents is to “dump” them at a hospital. In these cases, a resident is sent to the hospital for treatment. When the resident is ready to return home to the skilled nursing facility, the facility refuses to take the resident back. Despite the fact that this usually violates the law, some nursing homes have gotten away with the practice.

That was not the case, however, when a Santa Cruz County nursing home attempted to abandon a 78-year-old resident at a local hospital. A hospital social worker called the local Ombudsman program and said a nursing home had sent a resident to the emergency room earlier that day, and then, when she was ready to return home, the facility had refused to take her back.

With extensive help from an Ombudsman representative, the resident appealed her improper discharge. While waiting for her case to be resolved, the resident was stranded at the hospital for weeks before temporarily moving into another nursing home. A state hearing officer eventually ruled in the resident’s favor and ordered the facility to readmit her, but the facility defied the order. At this point, the Ombudsman program asked the California Department of Public Health (CDPH), which licenses skilled nursing facilities, to investigate. CDPH ultimately cited and fined the facility.

Despite the penalties, the facility still refused to readmit the resident. Finally, State and federal agencies stepped in and told the facility it would no longer be reimbursed by Medicare and Medi-Cal for new residents if it continued to defy the order. The next day, the facility sent the resident a letter stating she could return. She is now back home in her original facility.

Working to prevent improper evictions from nursing homes

When residents who need nursing home care are improperly discharged, they can end up in emergency rooms or even die. Since 2010, California’s Long-Term Care Ombudsman Program has seen a 59 percent increase in complaints related to discharges and evictions from skilled nursing facilities. In 2016 alone, the program received 1,885 requests for help related to this issue.

In some cases, facilities improperly evict residents and then ignore orders from state hearing officers to readmit them, opting instead to pay a \$50 daily penalty.

“Too often, a facility may respond to a resident’s difficulties, increasing need for care, or repeated questions or complaints from family members by attempting to transfer or discharge the resident,” reports The National Consumer Voice for Quality Long-Term Care, a nationwide advocacy group.

Federal law prohibits nursing homes from transferring or discharging residents unless one of just six reasons applies:

- The facility cannot provide adequate care.
- The resident’s health has improved, and he or she no longer needs nursing home care.
- The safety of people in the facility is endangered.
- The health of people in the facility is endangered.
- The resident has failed to pay.
- The facility closes.

Resolution: One solution to improper discharges is for oversight agencies to impose meaningful sanctions, as described in the story above. In this case, the resident’s right to return to her facility was tirelessly championed by an Ombudsman representative who works for the Santa Cruz-San Benito program.

New laws supported by the State Long-Term Care Ombudsman

AB 2231 (Calderon, Chapter 823, Statutes of 2016)

This bill, which was supported by the State Long-Term Care Ombudsman Program, protects residents of Residential Care Facilities for the Elderly, among others, by increasing the civil penalties for specified licensing violations and imposing new penalties for repeat violations in licensed community care facilities.

SB 939 (Monning, Chapter 112, Statutes of 2016)

This bill, which was supported by the State Long-Term Care Ombudsman Program, protects consumers from significant delays receiving repayment of Continuing Care Retirement Community (CCRC) entrance fees. CCRCs allow older adults to buy into communities and then access higher levels of care as they need them. Many CCRC contracts provide for the repayment of part of the initial entry fee when a resident dies or leaves the community. This bill imposed a number of new requirements on CCRCs to ensure that consumers receive repayments in a timely manner.

Updated nursing home regulations strengthen protections

The federal Centers for Medicare & Medicaid Services (CMS) released a comprehensive revision of nursing facility regulations in 2016. Most of these regulations took effect in November of 2016. Some will take effect at a later date.

Improved protections (a partial list)

- A nursing home must learn more about who the resident is as a person, provide greater support for resident preferences, and give residents more control and choices.
- Facilities must implement a care plan for each new resident within 48 hours of admission.
- In an effort to evade eviction safeguards, some nursing homes “dump” residents by refusing to readmit them following a hospital stay. Now, a nursing home must follow specified discharge procedures and give a hospitalized resident an opportunity to appeal.
- When a facility notifies a resident that he or she will be involuntarily discharged, a copy of the discharge notice must be sent to the local Long-Term Care Ombudsman Program.
- Nursing homes may not employ licensed individuals with disciplinary actions and must report suspected crimes to law enforcement and the state licensing agency.

- Nursing homes must take reasonable care of residents’ belongings.
- Residents may accept visits by relatives, their doctor, their representative, and other specified people at any time of day.
- Eviction for non-payment is not allowed when a third-party payor (such as Medicaid) is evaluating a claim for payment. For evictions based on a nursing home’s claim that it cannot meet a resident’s needs, the nursing home must document its attempts to meet the resident’s needs.

Remaining problems

- Although inadequate staffing is the greatest problem in nursing homes, the new regulations do not set minimum staffing standards or require that a registered nurse be on duty 24 hours a day.
- The new regulations are more permissive than prior federal rules restricting the inappropriate use of harmful antipsychotic drugs for residents with dementia.
- Due to an active lawsuit, an important protection that would have stopped nursing homes from requiring new residents to agree to settle disputes via private arbitration rather than in court was blocked by a court order.

State and Federal Legislation

Older Americans Act Reauthorization protects critical services

In 2016, Congress voted to reauthorize the Older Americans Act (OAA), which provides a wide range of critical services to people age 60 and older in every state.

Among other things, the OAA authorizes the Long-Term Care Ombudsman Program, which helps ensure that residents of long-term care facilities enjoy the quality of care and quality of life they both deserve and are entitled to by law. The OAA also funds nutrition programs, health promotion programs, disease prevention activities, programs that protect vulnerable seniors, and many additional home- and community-based services.

“The newly reauthorized Older Americans Act improves the ability of the Long-Term Care Ombudsman Program to advocate on behalf of residents. The Act provides us with more tools to use when resolving complaints.”

Joseph Rodrigues
State Long-Term Care Ombudsman

This legislation, which was supported by Ombudsman programs around the country, strengthened the Long-Term Care Ombudsman Program in a number of ways, including:

- Clarifying both individual and organizational conflicts of interest.
- Ensuring that State Ombudsmen receive ongoing training.
- Improving resident access to Ombudsman representatives.
- Better protecting confidentiality.
- Permitting Ombudsman representatives, when feasible, to continue to serve residents transitioning from a long-term care facility to a home care setting.

State Ombudsman implements new federal regulations

The Office of the State Long-Term Care Ombudsman implemented extensive new federal regulations in 2016. These regulations, which took effect July 1, 2016, were developed over a number of years by the Administration on Aging at the Administration for Community Living, which worked in conjunction with state and local Ombudsman programs and other stakeholders around the country.

To comply with the regulations, the Office worked with local Ombudsman program coordinators around the state to develop or update policies, procedures, and training materials related to:

- Confidentiality
- Conflicts of interest
- How and when to report abuse
- Timely access to Ombudsman services
- A new state-level grievance process for consumers and others
- Increased Ombudsman access to facilities, residents, and records
- Information security
- Consent, including:
 - ◆ The use of auxiliary aids and services to allow residents who cannot speak or write to provide consent for an Ombudsman representative to investigate a complaint or share information with others.
 - ◆ The State Ombudsman’s new authority to provide consent on behalf of residents in a few narrowly defined situations in which residents cannot provide consent themselves.

Local Long-Term Care (LTC) Ombudsman Programs

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	http:// www.alamedasocialservices.o rg/public/services/ elders_and_disabled_adults/ ombudsman.cfm
Alpine	Mother Lode LTC Ombudsman Program Catholic Charities Diocese of Stockton 88 Bradford Street Sonora, California 95370	(209) 532-7632 Fax: (209) 532-8448	http://www.ccstockton.org/ Programs/ OmbudsmanProgram.aspx
Amador	Mother Lode LTC Ombudsman Program Catholic Charities Diocese of Stockton 88 Bradford Street Sonora, California 95370	(209) 532-7632 Fax: (209) 532-8448	http://www.ccstockton.org/ Programs/ OmbudsmanProgram.aspx
Butte	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, California 95929	(530) 898-5923 Toll Free: (800) 822-0109 Fax: (530) 898-4870	http:// www.passagescenter.org/ ombudsman/
Calaveras	Mother Lode LTC Ombudsman Program Catholic Charities Diocese of Stockton 88 Bradford Street Sonora, California 95370	(209) 532-7632 Fax: (209) 532-8448	http://www.ccstockton.org/ Programs/ OmbudsmanProgram.aspx
Colusa	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, California 95929	(530) 898-5923 Toll Free: (800) 822-0109 Fax: (530) 898-4870	http:// www.passagescenter.org/ ombudsman/
Contra Costa	Ombudsman Services of Contra Costa County 2255 Contra Costa Blvd., Suite 204 Pleasant Hill, California 94523	(925) 685-2070 Fax: (925) 685-2049	http:// www.ccombudsman.org/
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	http://www.a1aa.org/ programs-and-services/ ombudsman-program
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	https://www.edcgov.us/ Government/HumanServices/ senior%20services/pages/ long_term_care_ombudsman. aspx

Local Long-Term Care Ombudsman Programs

County	Address	Phone	Website
Fresno	LTC Fresno-Madera Ombudsman Program 3845 N. Clark Street, Suite 201 Fresno, California 93726	(559) 224-9177 Fax: (559) 224-9106	http://www.valleycrc.org/programs/ombudsman.html
Glenn	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, California 95929	(530) 898-5923 Toll Free: (800) 822-0109 Fax: (530) 898-4870	http://www.passagescenter.org/ombudsman/
Humboldt	Area 1 Agency on Aging LTC Ombudsman Program 434-7th Street, Suite 209 Eureka, California 95501	(707) 269-1330 Fax: (707) 269-1331	http://www.a1aa.org/programs-and-services/ombudsman-program
Imperial	LTC Ombudsman Program 778 W. State Street El Centro, California 92243	(442) 265-7032 Fax: (442) 265-7036	http://imperial.networkofcare.org/mh/services/agency.aspx?pid=ImperialCountyLongTermCareOmbudsmanProgram_18020
Inyo	Eastern Sierra Area Agency on Aging LTC Ombudsman Program 682 Spruce Street Bishop, California 93514	(760) 872-4128 Fax: (760) 873-4250	http://www.inyocounty.us/aging/ServicesPrograms.htm
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	http://gbla.org/services/185/kern-county-long-term-care-ombudsman-program/
Kings	LTC Ombudsman Program Kings County Commission on Aging 680 N. Campus Drive, Suite D Hanford, California 93230	(559) 583-0333 Toll Free: (800) 293-9714 Fax: (559) 582-9627	http://www.ktaaa.org/default/index.cfm/how-can-we-help/long-term-careombudsman-services/
Lake	LTC Ombudsman Program of Lake and Mendocino Counties 14092 Lakeshore Drive Clearlake, California 95422 Mailing Address: P.O. Box 9000 Lower Lake, California 95457	(707) 262-4525 Fax: (707) 995-1081	http://www.co.lake.ca.us/Government/Directory/Social_Services/Services/AAA/Programs/LongTerm.htm
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	http://www.psa2.org/Services.html

Local Long-Term Care Ombudsman Programs

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	http:// wiseandhealthyaging.org/city -and-county-of-los-angeles- long-term-care-ombudsman
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	http:// wiseandhealthyaging.org/city -and-county-of-los-angeles- long-term-care-ombudsman
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	http:// wiseandhealthyaging.org/city -and-county-of-los-angeles- long-term-care-ombudsman
Los Angeles Region III Office	WISE & Healthy Aging LTC Ombudsman Program 2555 East Colorado Blvd., Suite 203 Pasadena, California 91107	(626) 793-3510 Fax: (626) 793-3530	http:// wiseandhealthyaging.org/city -and-county-of-los-angeles- long-term-care-ombudsman
Los Angeles Region IV Office	WISE & Healthy Aging LTC Ombudsman Program 5220 Clark Avenue, Suite 415 Lakewood, California 90712	(562) 925-2346 Fax: (562) 925-5876	http:// wiseandhealthyaging.org/city -and-county-of-los-angeles- long-term-care-ombudsman
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	http:// wiseandhealthyaging.org/city -and-county-of-los-angeles- long-term-care-ombudsman
Madera	Fresno-Madera LTC Ombudsman Program 3845 N. Clark Street, Suite 201 Fresno, California 93726	(559) 224-9177 Fax: (559) 224-9106	http://www.valleycrc.org/ programs/ombudsman.html
Marin	Marin County LTC Ombudsman Program 10 North San Pedro Road, Suite 1024 San Rafael, California 94903	(415) 473-7163 Fax: (415) 473-6933	https://www.marinhhs.org/ long-term-care-ombudsman- program
Mariposa	Mother Lode LTC Ombudsman Pro- gram, Catholic Charities — Diocese of Stockton 88 Bradford Street Sonora, California 95370	(209) 532-7632 Fax: (209) 532-8448	http://www.ccstockton.org/ Programs/ OmbudsmanProgram.aspx

Local Long-Term Care Ombudsman Programs

County	Address	Phone	Website
Mendocino	LTC Ombudsman Program of Lake and Mendocino Counties 14092 Lakeshore Drive Clearlake, California 95422 Mailing Address: P.O. Box 9000 Lower Lake, California 95457	(707) 262-4525 Fax: (707) 995-1081	http://www.co.lake.ca.us/ Government/Directory/ Social_Services/Services/ AAA/Programs/ LongTerm.htm
Merced	Merced County LTC Ombudsman Program 851 West 23rd Street Merced, California 95340	(209) 385-7402 Fax: (209) 384-8102	http://www.co.merced.ca.us/ index.aspx?NID=1493
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	http://www.psa2.org/ Services.html
Mono	Eastern Sierra Area Agency on Aging LTC Ombudsman Program 682 Spruce Street Bishop, California 93514	(760) 872-4128 Fax: (760) 873-4250	http://www.inyocounty.us/ aging/ServicesPrograms.htm
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	http://allianceonaging.org/ programs/ombudsman/
Napa	Napa County LTC Ombudsman Program Area Agency on Aging Serving Napa-Solano 1443 Main Street, Building D, #125 Napa, California 94559	(707) 255-4236 Fax: (707) 255-4713	http://advocates.aaans.org/
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	http://agencyonaging4.org/ long-term-care-ombudsman/
Orange	LTC Ombudsman Program c/o The 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	http:// officeonaging.ocgov.com/ services/ltco

Local Long-Term Care Ombudsman Programs

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	http://agencyonaging4.org/long-term-care-ombudsman/
Plumas	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, California 95929	(530) 898-5923 (800) 822-0109 Fax: (530) 898-4870	http://www.passagescenter.org/ombudsman/
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	http://officeonaging.ocgov.com/services/ltco
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	http://agencyonaging4.org/long-term-care-ombudsman/
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	http://www.advocacy-inc.org/programs/ombudsman-program/
San Bernardino	LTC Ombudsman Program 686 E. Mill Street, Second Floor San Bernardino, California 92415	(909) 891-3928 Toll Free: (866) 229-0284 Fax: (909) 891-3957	http://hss.sbcounty.gov/daas/programs/Ombudson.aspx
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) 694-2568	http://www.sandiegocounty.gov/hhsa/programs/ais/ombudsman_long_term_care/index.html
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	(415) 751-9788 Fax: (415) 751-9789	http://www.sanfranciscoltcombudsman.org/

Local Long-Term Care Ombudsman Programs

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	http://www.sjchsa.org/
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	http://ombudsmanslo.org/
San Mateo	LTC Ombudsman Services of San Mateo County, Inc. 711 Nevada Street Redwood City, California 94061	(650) 780-5707 Fax: (650) 364-5399	http://ossmc.org/
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	http://fsacares.org/long-term-care-ombudsman/
Santa Clara	LTC Ombudsman Program Catholic Charities John XXIII Multi-Services Center 195 E. San Fernando Street San Jose, California 95112	1 (408) 944-0567 (must dial "1" and full 10-digit number even within 408 area code) Fax: 1 (408) 944-0776	http:// www.catholiccharitiesscc.org/ long-term-care-ombudsman- program
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	http://www.advocacy- inc.org/programs/ ombudsman-program/
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	http://www.psa2.org/ Services.html
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	http://agencyonaging4.org/ long-term-care-ombudsman/
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	http://www.psa2.org/ Services.html

Local Long-Term Care Ombudsman Programs

County	Address	Phone	Website
Solano	Solano County LTC Ombudsman 2255 Contra Costa Blvd., Suite 204 Pleasant Hill, California 94523	(707) 644-4194 Fax: (707) 638-0323	http:// www.ccombudsman.org/
Sonoma	LTC Ombudsman Program Senior Advocacy Services 1304 Southpoint Boulevard, Suite 280 Petaluma, California 94954	(707) 526-4108 Fax: (707) 526-5118	https:// senioradvocacyservices.org/ ombudsman/
Stanislaus	Stanislaus LTC Ombudsman Program Catholic Charities 2351 Tenaya Drive, Suite D Modesto, California 95354	(209) 529-3784 Fax: (209) 593-6125	http://www.ccstockton.org/ Programs/ OmbudsmanProgram.aspx
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	http://agencyonaging4.org/ long-term-care-ombudsman/
Tehama	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, California 95929	(530) 898-5923 (800) 822-0109 Fax: (530) 898-4870	http:// www.passagescenter.org/ ombudsman/
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	http://www.psa2.org/ Services.html
Tulare	LTC Ombudsman Program c/o Kings County Commission on Aging 680 N. Campus Drive, Suite D Hanford, California 93230	(559) 583-0333 (800) 293-9714 (Fax: (559) 582-9627	http://www.ktaaa.org/ default/index.cfm/how-can- we-help/long-term- careombudsman-services/
Tuolumne	Mother Lode LTC Ombudsman, Catho- lic Charities — Diocese of Stockton 88 Bradford Street Sonora, California 95370	(209) 532-7632 Fax: (209) 532-8448	http://www.ccstockton.org/ AreasServed/ MotherLode.aspx
Ventura	LTC Ombudsman Services Ventura County, Inc. 2021 Sperry Avenue, #35 Ventura, California 93003	(805) 656-1986 Fax: (805) 658-8540	http:// www.ombudsmanventura.org /
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	http://agencyonaging4.org/ long-term-care-ombudsman/

24-Hour CRISISline

(800) 231-4024

For callers with hearing impairments:

TDD/TTY (800) 735-2929 or (800) 735-2922

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.

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 the long-term care facilities.

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

Phone: (916) 419-7510

Fax: (916) 928-2503