



# **California Long-Term Care Ombudsman Program**

## Annual Report

**Federal Fiscal Year 2020**

October 1, 2019—  
September 30, 2020

# Joe Rodrigues

## A **Message** from the Long-Term Care State 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 8,718 long-term care facilities. We also work to improve care through education, legislation, and systemic advocacy.

During 2020, we investigated more than 29,265 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 713 State-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:

- 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.

Joe Rodrigues retired from his assignment as the State Long-Term Care Ombudsman in April 2021 after serving 18 years!





# The Program

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.

**INVESTIGATED** 29,265 complaints made by or on behalf of residents in long-term care facilities.

**COMPLETED** 53,957 consultations to facility staff on topics including resident rights, resident care issues, and Long-Term Care Ombudsman services and responsibilities.

**RESOLVED** or partially resolved 57 percent of these complaints to the resident's satisfaction.

**DELIVERED** 868 community education sessions at health fairs, and in other public settings.

**RESPONDED** to 29,992 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.

**CONDUCTED** 149 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.

**CONDUCTED** 37,464 visits not in response to complaints, but to observe facility conditions and be available to residents for assistance.

**SUPPORTED** resident and family self-advocacy by attending, at the request of council members, 1,619 resident council meetings and 148 family council meetings.

**PROVIDED** 65,353 individual consultations on topics such as resident care, Advance Health Care Directives, and Long-Term Care Ombudsman services and responsibilities.

**PARTICIPATED** in 425 facility surveys conducted by state licensing agencies to provide information to surveyors and advocate for residents.

## ► The Program Continued

Category	29,265 Complaints	Specific Issues
Resident Rights	57%	Abuse, Access to Information, Admission, Transfer, Discharge, Eviction, Autonomy, Choice, Exercise of Rights, Privacy, Financial, Property
Resident Care	23%	Care, Rehabilitation or Maintenance of Function, Restraints: Chemical and/or Physical
Quality of Life	15%	Activities and Social Services, Dietary, Environment
Facility Administration	3%	Policies, Procedures, Staff Attitudes, Resources, Staffing
Complaints Against Others (Not Against the Facility)	1%	Certification/Licensing Agency, State Medicaid Agency, System/ Others
Complaints About Services in Other Settings	1%	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)

## ► The Program Continued

<b>Skilled Nursing Facilities</b>	1,215 facilities	<b>State Funds</b>	\$11,597,973.06
	117,870 beds	<b>Federal Funds</b>	\$6,289,507.68
<b>Residential Care Facilities for the Elderly</b>	7,503 facilities	<b>Local Funds</b>	\$1,552,453
	190,963 beds	<b>Total Funds</b>	\$19,439,933.74
<b>Statewide Totals</b>	8,718 facilities		
	308,833 beds		

## ► Elder Rights Accomplishments

### Increase in Baseline Funding for the Long-Term Care Ombudsman Program to Conduct Quarterly Facility Visits

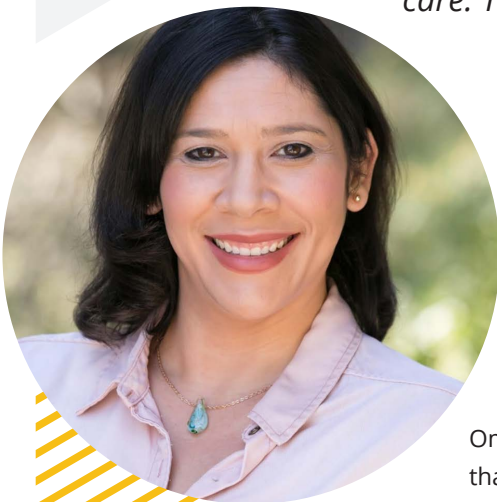
The Legislature and Governor approved a \$4.2 million State General Fund baseline increase for local Long-Term Care Ombudsman programs in Fiscal Year 2019-20. This amount will rise to \$5.2 million in Fiscal Year 2020-21. Local programs will use the funds to make in-person visits, not in response to a complaint, at least once each quarter to every skilled nursing facility, intermediate care facility (non-Developmentally Disabled), and residential care facility for the elderly, within their regions. It is the Legislature's intent that this funding be used to supplement and not supplant existing funding for the program.

### Training for Department of Social Services, Community Care Licensing Staff

The State Long-Term Care Ombudsman and the Ombudsman Program Manager provide regular training on the Long-Term Care Ombudsman Program and mandated reporting of elder and dependent adult abuse to new staff at the Licensing Program Analyst Training Academy, which is held numerous times during the year. The State Ombudsman has also provided training for staff of Community Care Licensing's Centralized Complaint and Information Bureau. This training provides information to the analysts on the role and responsibilities of the Long-Term Care Ombudsman Program and how we can work together to protect residents' rights. As mandated reporters of suspected or known elder and dependent adult abuse, analysts are trained on their responsibility to report, thereby better protecting residents who are in care.

# Woman of the Year

*“ I want to accept this award on behalf of all those people who are fighting the fight for seniors right now, particularly those in long-term care. Thank you so much. This is beyond what I could have dreamed.*



Ombudsman Services of Contra Costa, Solano and Alameda (OSCCSA) announced that Executive Director Nicole Howell was selected as a 2020 Woman of the Year by Congressman John Garamendi. In the wake of the COVID-19 pandemic, Nicole and the Ombudsman team took to the front lines to distribute personal protective equipment to over 15,000 residents in long-term care. She also participated in efforts for residents' rights by collaborating with local media and testifying on behalf of a movement of residents and their families at the House Ways and Means Health Subcommittee hearing "Examining the COVID-19 Nursing Home Crisis" on June 25, 2020. During the height of COVID-19, OSCCSA completed nearly 300 facility consultations and close to 200 individual consultations, providing vital information and resources throughout Alameda County.

As the Executive Director for Ombudsman Services of Contra Costa, Solano, and Alameda (OSCCSA), Nicole is responsible for ensuring that the nearly 29,000 long-term care residents and their families have access to the highest level of care and respect and, above all, can live free of abuse and neglect.

Since becoming Executive Director, Nicole has grown OSCCSA's budget by nearly 600%, lowered the use of anti-psychotics in Contra Costa County by 10%, and increased facility coverage by unearthing the problems and issues that are being overlooked. She has helped spearhead many new programs in Ombudsman Services and beyond, including the Elder Justice Program Solano, Telephone Reassurance, and Friendly Visiting in Solano County, as well as Healthcare Career Pathways and Residents' Rights in Contra Costa.

Congratulations, Nicole!

## Molly Davies

Molly Davies has been a Long-Term Care Ombudsman for sixteen years and has oversight of the WISE & Healthy Aging LTC Ombudsman Program and Elder Abuse Prevention Programs.

WISE & Healthy Aging is the sole contractor of Ombudsman services in the City and County of Los Angeles. The program is the largest in the nation, responsible for providing coverage to 1,880 facilities that have the capacity to serve over 76,000 residents. Highlights include the creation of the Graduate student internship program, development of an ombudsman unlicensed facilities response, development of training programs for hospital discharge planners to prevent inappropriate transfers and discharges, and development of a memorandum of understanding that clarifies jurisdiction between Adult Protective Services and Ombudsman Programs in California. She is responsible for leading the program's policy and advocacy efforts.

She started the graduate level internship program to augment the ombudsman volunteer core. Interns bring an intergenerational aspect to the program and increases the diversity within the ombudsman program both culturally and linguistically.

Molly represents the agency participation in the Later in Life Advocacy, Counseling Collaboration (LILACC) administered by Mayor Garcetti's Office, in partnership with City Attorney Office, Los Angeles Police Department, and Jewish Family Service LA. The project focus is to increase collaboration between the domestic violence and elder abuse intervention networks through a robust training effort and the creation of support groups for survivors of elder abuse and intimate partner violence later in life.

Molly created and secured funding for the Holistic Elder Abuse Response Team (HEART) that is co-located at the Long Beach Police Department and provides field capable case management, therapy, legal system advocacy, and emergency funds to survivors of elder abuse in the community and facility settings.

She is a member of the Los Angeles County Elder Abuse Forensic Center and the Elder Death Review Team, and the Co-Chair of the Domestic Violence Task Force's Abuse in Later Life Ad Hoc Committee. Molly is the Chair of the California Elder Justice Coalition and the Former Past President of the California Long-Term Care Ombudsman Association. She holds a bachelor's degree in Sociology from UCLA, master's degree in Social Work from California State University Long Beach, and is an Associate Clinical Social Worker.

### **Molly Davies**

California Long-Term Care Ombudsman  
Association (CLTCOA) Vice-President  
and Los Angeles City/County Long-Term  
Care Ombudsman Coordinator





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

## **55 Year** Anniversary

### **Older Americans Act of 1965**

An Act to provide assistance in the development of new or improved programs to help older persons through grants to the States for community planning and services and for training, through research, development, or training project grants, and to establish within the Department of Health, Education, and Welfare an operating agency to be designated as the "Administration on Aging".





## Great Ombudsman Work

I have a volunteer who is Vietnamese and she covers a facility that has a large Vietnamese population. She was contacted by a resident who is on Social Security Income (SSI). The resident said the facility was requiring him to turn over his stimulus check to be used for his care. When the Ombudsman dug a little deeper, she discovered that this was happening to many others residents. She was able to speak with the facility to advise that, by law, this was not permissible. The residents were able to get their funds back.

### **Libby Anderson**

Orange County Ombudsman Coordinator

## Be a Volunteer

### **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 Joe Rodrigues, State Ombudsman. "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. Local program contact information is available at the end of this report.

# ▶ COVID-19 Pandemic

In March of 2020, with the onset of the COVID-19 Pandemic, Long-Term Care Ombudsman Programs essential work was challenged. Very little was known about the novel coronavirus other than it disproportionately affected those over 65 and those with compromised immune systems. To protect residents in Long-Term Care facilities, visitation was limited, and Ombudsman representatives were prevented from entering Long-Term Care facilities. Despite this, Ombudsman staff and volunteers met the moment and continued to provide advocacy and complaint resolution services for residents of Skilled Nursing Facilities and Residential Care Facilities for the Elderly.

While restrictions were in place, Ombudsman representatives contacted facilities frequently and asked about census data and plans for facilitating residents' contact with families and friends. Ombudsman representatives reached out to residents by phone, e-mail, and video meetings to provide information and assistance in resolving complaints and remained connected to resident and family council leadership. Additionally, the State office created "mini" Ombudsman posters that could be customized with local program contact information. Facilities were encouraged to hang these posters near their front entrance.

The Long-Term Care Ombudsman Program team has shown dedication and determination during the COVID-19 Pandemic. As it continues, they respond with resilience and resourcefulness.





# San Luis Obispo County

## September 2021

San Luis Obispo County is lifting an order that restricted visitors at skilled nursing facilities, bringing a sigh of relief for people with loved ones in these care centers.

Public health officials said skilled nursing facilities should continue to follow state guidance and allow only one visitor to be present with a patient at a time. Visitors should also wear a face covering.

For months, the only sense of closeness families could have was from outside a window, which provided comfort but also caused concern as allegations of abuse increased.

"In June, people started calling in and reporting abuse allegations. All of a sudden they were saying: 'My loved one is being neglected,' 'they're losing weight' or 'they're not getting the care that they need,' and it was partly based on what they were seeing in the window or what residents might be telling them. Every complaint we were receiving was an abuse allegation and that's very unusual. What I think was happening was, because people couldn't verify for themselves what was going on, they were assuming the worst," Karen Jones, Executive Director of Long Term Care Ombudsman Services, said.

As part of Jones's job as an ombudsman, she helps advocate for people who live in long term care facilities and investigates complaints that are made.

Now that people will be allowed back inside these sites, Jones says she is expecting a new influx of calls. "I do expect that we'll get an increase but I don't mind that at all. We want the care to be good and comfortable in those facilities and if there's a way to make it better, let's do that," Jones said.

Jones said she hopes people will be responsible and follow all protocols. "It's going to be hard not to reach in and hug and kiss your loved one and hold their hand, but please refrain from that. Give us a little bit more time to convince the people in charge at CMS and the licensing agency that visitors are safe," Jones said.

All skilled nursing facilities are required to expand their existing infection control policies to include the development and implementation of a CDPH-approved COVID-19 mitigation plan, according to the SLO County Public Health Department.

"Visitors are an essential part of patient care and recovery and play an important role in the mental well-being of patients at skilled nursing facilities," Dr. Penny Borenstein, County Health Officer, said.

"Throughout this pandemic, we've worked to balance the science of transmission with the needs that we, as humans, have for connection," Borenstein said. "At this time, we believe the right processes are in place to effectively manage both."

# Santa Barbara County

Santa Barbara Ombudsmen  
Marco Quintanar and Judy  
Kupfer return to facility visits

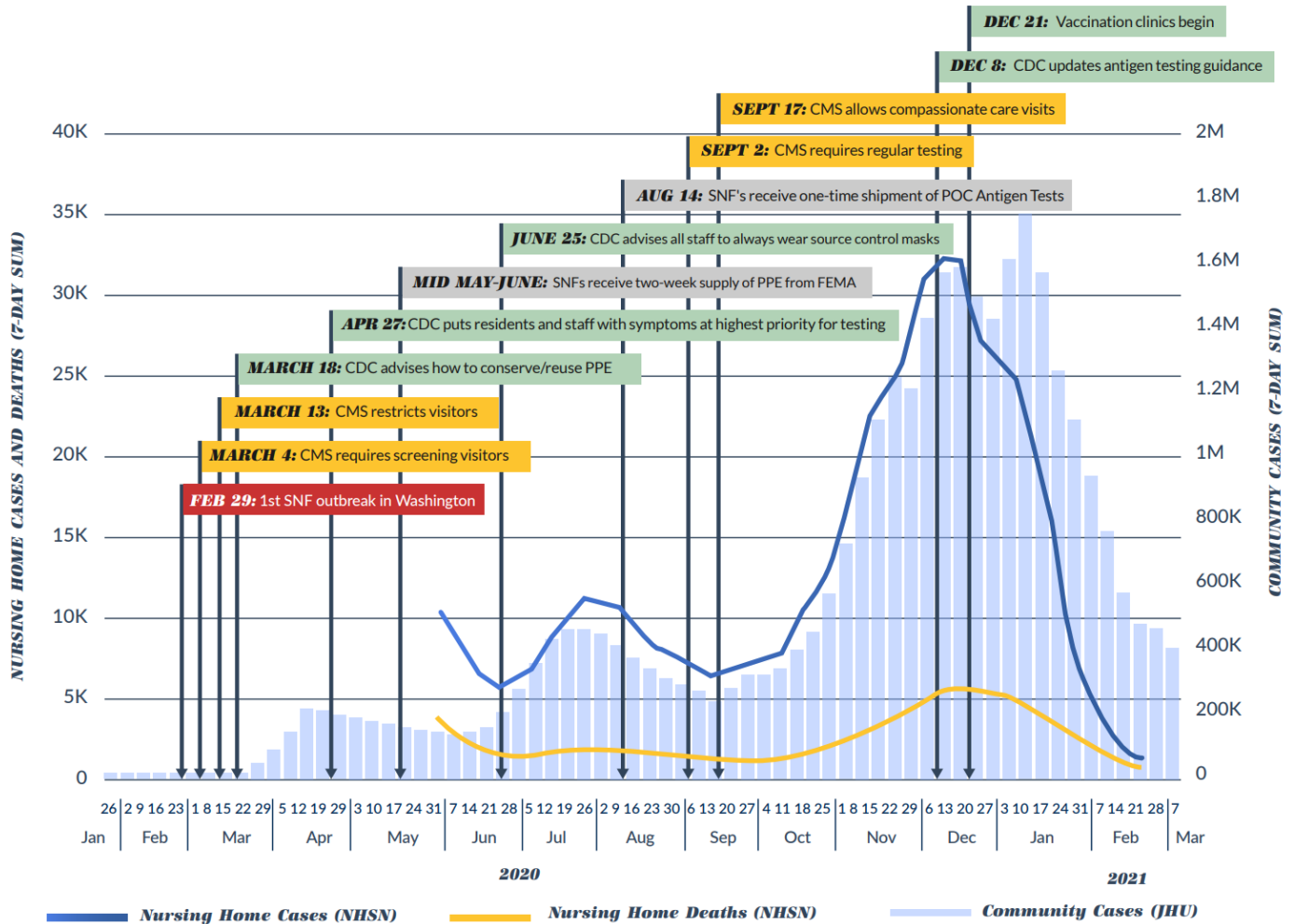


**Judy Kupfer**



**Marco Quintanar**

# COVID-19 Timeline in Nursing Homes



U.S. Data



## Stay **Connected**

Inyo County Health and Humans Services found new ways to help residents stay connected and access LTC Ombudsman Services during the pandemic:

- Rolling iPad Stands
- Wireless Listening System

This technology enhanced the residents ability to hear while physically distancing.

## **Cards** for Humanity

The Alliance on Aging Ombudsman office in Monterey County set a goal to collect cards to ease the burden that isolation can have on the mind, body and spirit. Their goal was to collect enough cards so that each resident would receive one. This meant getting a total of 2,846. A Facebook page was created to share this project with friends, family and other agencies. They received... **5,757 cards!**







# Advocacy Activities

## Legislation Supported

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 2020:

### **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 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.

### **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.





# Continued

## Legislation Supported

### **Assembly Bill 2245 (Kalra)**

This bill would redefine a class "AA" violation as a class "A" violation that the department determines to have been a substantial factor, as specified, in the death of a resident of a long-term health care facility. The bill would increase the civil penalties for a class "A," "AA," or "B" violation by a skilled nursing facility or intermediate care facility, as specified. The bill would delete numerous references to the "patients" of a long-term health care facility. This bill failed to move forward in the Senate.

### **Assembly Bill 2739 (Weber)**

The required monthly maintenance amount includes an amount providing for personal and he required monthly maintenance amount includes an amount providing for personal and incidental needs in the amount of not less than \$35 per month while a patient. Current law authorizes the department to increase, by regulation, this amount as necessitated by increasing costs of personal and incidental needs. This bill would increase the monthly maintenance amount for personal and incidental needs from \$35 to \$80, and would require the department to annually adjust that amount by the same percentage as the Consumer Price Index. This bill failed to move forward in the Senate.

### **Senate Bill 920 (Beall)**

This bill would change the terms "dependent person" and "dependent adult" in selected statutes to "person with a disability" and "adult with a disability" and would state the intent of the Legislature that those terms be changed in the remaining provisions of law that use them as those statutes are amended in the future. This bill failed to move forward in the Senate.

### **Senate Bill 1207 (Jackson)**

This bill would require a skilled nursing facility to have an alternative source of power to protect resident health and safety for no less than 96 hours during any type of power outage that complies with specified federal requirements, as provided. This bill was vetoed by the Governor.

# Local Long-Term Care Ombudsman **Offices**

County	Address	Phone	Website
Alameda	Empowered Aging 7677 Oakport Street Oakland, California 94621	(510) 638-6878 Fax: (510) 225-2331 Alt. Fax: (510) 577-1962	<a href="http://www.empoweredaging.org">www.empoweredaging.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="http://www.ccstockton.org/senior-services">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="http://www.ccstockton.org/senior-services">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/ombudsman">www.passagescenter.org/ombudsman</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="http://www.ccstockton.org/senior-services">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/ombudsman">www.passagescenter.org/ombudsman</a>
Contra Costa	Empowered Aging 2255 Contra Costa Blvd., Suite 204 Pleasant Hill, California 94523	(925) 685-2070 Fax: (925) 685-2049	<a href="http://www.empoweredaging.org">www.empoweredaging.org</a>

County	Address	Phone	Website
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/programs-services/ombudsman-program">www.a1aa.org/programs-services/ombudsman-program</a>
El Dorado	El Dorado County LTC Ombudsman Program c/o El Dorado Area Agency on Aging 937 Spring Street Placerville, California 95667	(530) 621-6271 Fax: (530) 653-2197	<a href="http://www.edcgov.us/Government/HumanServices/senior%20services">www.edcgov.us/Government/HumanServices/senior%20services</a>
Fresno	Fresno-Madera Ombudsman Program 5363 N. Fresno Street Fresno, California 93710	(559) 224-9177 Fax: (559) 224-9106	<a href="http://www.valleycrc.org/ombudsman-program">www.valleycrc.org/ombudsman-program</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/ombudsman">www.passagescenter.org/ombudsman</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">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://www.imperial.networkofcare.org/mh/services/">www.imperial.networkofcare.org/mh/services/</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="http://www.inyocounty.us/services/health-human-services/aging-social-services/aging-services">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="http://www.kernlongtermcare.com">www.kernlongtermcare.com</a>

County	Address	Phone	Website
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="http://ktaaa.org/ktaaa/index.cfm/services/long-term-careombudsman-services/">ktaaa.org/ktaaa/index.cfm/services/long-term-careombudsman-services/</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/Adult_and_Aging_Services/AAA/LTCOmbudsman.htm">www.lakecountyca.gov/Government/Directory/Social_Services/Adult_and_Aging_Services/AAA/LTCOmbudsman.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/long-term-care">www.psa2.org/long-term-care</a>
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://www.wiseandhealthyaging.org/ombudsman">www.wiseandhealthyaging.org/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://www.wiseandhealthyaging.org/ombudsman">www.wiseandhealthyaging.org/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://www.wiseandhealthyaging.org/ombudsman">www.wiseandhealthyaging.org/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://www.wiseandhealthyaging.org/ombudsman">www.wiseandhealthyaging.org/ombudsman</a>

County	Address	Phone	Website
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://www.wiseandhealthyaging.org/ombudsman">www.wiseandhealthyaging.org/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://www.wiseandhealthyaging.org/ombudsman">www.wiseandhealthyaging.org/ombudsman</a>
Los Angeles Region VI Office	WISE & Healthy Aging LTC Ombudsman Program 19401 S. Vermont Ave, Suite D104 Torrance, CA 90502	(310) 436-1390 Fax: (310) 436-1395	<a href="http://www.wiseandhealthyaging.org/ombudsman">www.wiseandhealthyaging.org/ombudsman</a>
Madera	Fresno-Madera Ombudsman Program 5363 N. Fresno Street Fresno, California 93710	(559) 224-9177 Fax: (559) 224-9106	<a href="http://www.valleycsrc.org/ombudsman-program/">www.valleycsrc.org/ombudsman-program/</a>
Marin	Marin County LTC Ombudsman Program 10 North San Pedro Road, Suite 1024 San Rafael, California 94903	(415) 473-7446 Fax: (415) 532-1993	<a href="http://www.marinhhs.org/long-term-care-ombudsman-program">www.marinhhs.org/long-term-care-ombudsman-program</a>
Mariposa	Mother Lode LTC Ombudsman Program, Catholic Charities — Diocese of Stockton 88 Bradford Street Sonora, California 95370	(209) 588-1597 Fax: (209) 532-8448	<a href="http://www.ccstockton.org/senior-services">www.ccstockton.org/senior-services</a>
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.lakecountyca.gov/Government/Directory/Social_Services/Adult_and_Aging_Services/AAA/LTCOmbudsman.htm">www.lakecountyca.gov/Government/Directory/Social_Services/Adult_and_Aging_Services/AAA/LTCOmbudsman.htm</a>

County	Address	Phone	Website
Merced	Merced County LTC Ombudsman Program 851 West 23rd Street Merced, California 95340	(209) 385-7402 Fax: (209) 724-4036	<a href="http://www.co.merced.ca.us/1493/Ombudsman">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/long-term-care">www.psa2.org/long-term-care</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="http://www.inyocounty.us/services/health-human-services/aging-social-services/aging-services">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="http://www.allianceonaging.org/programs/ombudsman/">www.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://www.napaombudsman.org/">www.napaombudsman.org/</a>
Nevada	LTC Ombudsman Program Agency on Aging Area 4 1401 El Camino Avenue, 4th Floor Sacramento, California 95815	(916) 274-2825 Fax: (916) 376-8914	<a href="http://www.agencyonaging4.org/long-term-care-ombudsman/">www.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="http://www.coasc.org/programs/ombudsman/">www.coasc.org/programs/ombudsman/</a>

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="http://www.agencyonaging4.org/long-term-care-ombudsman/">www.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">www.passagescenter.org/ombudsman</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="http://www.coasc.org/programs/ombudsman/">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="http://www.agencyonaging4.org/long-term-care-ombudsman/">www.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/">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://www.hss.sbcounty.gov/DAAS/programs/Ombudsman.aspx">www.hss.sbcounty.gov/DAAS/programs/Ombudsman.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="http://www.sandiegocounty.gov/hhsa/programs/ais/ombudsman_long_term_care/">www.sandiegocounty.gov/hhsa/programs/ais/ombudsman_long_term_care/</a>



County	Address	Phone	Website
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="http://www.felton.org/social-services/seniors/long-term-care-ombudsman-program/">www.felton.org/social-services/seniors/long-term-care-ombudsman-program/</a>
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">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://www.ombudsmanslo.org">www.ombudsmanslo.org</a>
San Mateo	LTC Ombudsman Services of San Mateo County, Inc. 1455 Madison Avenue Redwood City, California 94061	(650) 780-5707 Fax: (650) 364-5399	<a href="http://www.ossmc.org">www.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="http://www.fsacares.org/long-term-care-ombudsman/">www.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="http://www.catholiccharitiesscc.org/long-term-care-ombudsmen">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/">www.advocacy-inc.org/programs/ombudsman-program/</a>

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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/long-term-care">www.psa2.org/long-term-care</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="http://www.agencyonaging4.org/long-term-care-ombudsman/">www.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/long-term-care">www.psa2.org/long-term-care</a>
Solano	Empowered Aging 2255 Contra Costa Blvd., Suite 204 Pleasant Hill, California 94523	(707) 644-4194 Fax: (707) 638-0323	<a href="http://www.empoweredaging.org">www.empoweredaging.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="http://www.senioradvocacyservices.org/ombudsman">www.senioradvocacyservices.org/ombudsman</a>
Stanislaus	Stanislaus LTC Ombudsman Program Catholic Charities 1506 H Street Modesto, California 95354 Mailing address: P.O. Box 576488 Modesto, California 95357	(209) 529-3784 Fax: (209) 593-6125	<a href="http://www.ccstockton.org/senior-services">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="http://www.agencyonaging4.org/long-term-care-ombudsman/">www.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">www.passagescenter.org/ombudsman</a>

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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/long-term-care">www.psa2.org/long-term-care</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="http://www.ktaaa.org/ktaaa/index.cfm/services/long-term-careombudsman-services/">www.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="http://www.ccstockton.org/senior-services">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">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="http://www.agencyonaging4.org/long-term-care-ombudsman/">www.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 CRISIS-line 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.

**24-Hour CRISIS-line** (800) 231-4024

**For callers with hearing  
impairments: TDD/TTY** (800) 735-2929  
(800) 735-2922

**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)



# Annual Report

## **California Long-Term Care Ombudsman Program**

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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