

CALIFORNIA DEPARTMENT OF AGING
1300 National Drive, Suite 200, Sacramento, California 95834
DIRECTORY OF DESIGNATED LOCAL OMBUDSMAN PROGRAMS
Office of the State Long-Term Care Ombudsman (OSLTCO)
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Joseph Rodrigues, State Long-Term Care Ombudsman
24-Hour CRISISLine 1-800-231-4024

Updated 07/11/18

PSA 1 - (D)

Del Norte and Humboldt Counties

Area 1 Agency on Aging
LTC Ombudsman Program
434 7th Street, Suite 209
Eureka, California 95501

Suzi Fregeau, Coordinator
E-Mail sfregeau@a1aa.org

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FAX (707) 269-1331

CDA Analyst: Pam Healy

PSA 2 - (D)

**Lassen, Modoc, Shasta,
Siskiyou, and Trinity Counties**

Area 2 Agency on Aging
LTC Ombudsman Program
1647 Hartnell Avenue, Suite 9
Redding, California 96002

Tracy Barber, Coordinator
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(530) 229-1435 (Main #)
(530) 229-1816 (Line 2)
FAX (530) 229-1821

CDA Analyst: Pam Healy

PSA 3 - (D)

**Butte, Colusa, Glenn,
Plumas, and Tehama Counties**

PASSAGES LTC Ombudsman Program
25 Main Street, Suite 202
Chico, California 95928-5388

David Beveridge
E-Mail DBeveridge@csuchico.edu

(530) 898-5923 (800) 822-0109
FAX (530) 898-4870

CDA Analyst: Pam Healy

PSA 4 - (D)

**Nevada, Placer,
Sacramento, Sierra, Sutter, Yolo,
and Yuba Counties**

Long-Term Care Ombudsman Program
Agency on Aging Area 4
1401 El Camino Avenue, 4th Floor
Sacramento, California 95815

Rose Chrisman, Coordinator

**(916) 376-8910 *Must dial "1" and full
10 digit number - even if calling within
916 area code.***
FAX (916) 376-8914

E-Mail rchrism@agencyonaging4.org

PSA 4 - Continued

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Placer, Sierra, Sutter, Yolo, and Yuba Counties
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CDA Analyst: Pam Healy

PSA 5 - (D)
Marin County

Marin County Ombudsman Program
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San Rafael, California 94903

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CDA Analyst: Pam Healy

PSA 6 - (C)
City and County of San Francisco

San Francisco LTC Ombudsman Program
c/o Felton Institute
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San Francisco, California 94121

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Robert Manes, Staff Ombudsman

CDA Analyst: Ellen Goodwin

PSA 7 - (C)
Contra Costa County

Ombudsman Services of Contra Costa, Inc.
2255 Contra Costa Boulevard, Suite 204
Pleasant Hill, California 94523

Nicole Howell, Coordinator
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(925) 685-2070
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CDA Analyst: Annie Kim

PSA 8 - (C)
San Mateo County

Ombudsman Services
of San Mateo County, Inc.
711 Nevada Street
Redwood City, California 94061

Bernadette Mellott, Coordinator
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FAX (650)364-5399

CDA Analyst: Ellen Goodwin

PSA 9 - (D)
Alameda County

Alameda County LTC Ombudsman Program
6955 Foothill Boulevard, Suite 300
Oakland, California 94605

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FAX (510) 577-1962 (alternate)

CDA Analyst: Pam Healy

PSA 10 - (C)
Santa Clara County

LTC Ombudsman Program
(Catholic Charities)
John XXIII Multi-Services Center
195 E. San Fernando Street
San Jose, California 95112

Wanda Hale, Coordinator
E-Mail whale@catholiccharitiesscc.org

**1 (408) 944-0567 *Must dial "1" and full
10 digit number - even if calling within
408 area code.***
FAX (408) 944-0776

CDA Analyst: Annie Kim

PSA 11 - (D)
San Joaquin County

San Joaquin County
LTC Ombudsman Program
102 South San Joaquin Street
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Stockton, California 95201-3006

Jill Hernandez, Coordinator
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FAX (209) 932-2641

CDA Analyst: Annie Kim

PSA 12 - (C)
**Alpine, Amador, Calaveras,
Mariposa, and Tuolumne Counties**

Mother Lode LTC Ombudsman Program
Catholic Charities - Diocese of Stockton
88 Bradford Street
Sonora, California 95370

Catherine Driver, Coordinator
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(209) 532-7632
FAX (209) 532-8448

CDA Analyst: Stella Veraflor-Rundell

PSA 13 - (C)
Santa Cruz and San Benito Counties

Long-Term Care Ombudsman Program of
Santa Cruz & San Benito Counties -
Advocacy, Inc.
5274 Scotts Valley Drive, Suite 203
Scotts Valley, California 95066

Nikki Loehr, Coordinator
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(831) 429-1913
FAX (831) 429-9102

CDA Analyst: Ellen Goodwin

PSA 14 - (C)
Fresno, Madera Counties

Fresno-Madera Ombudsman Program
3845 N. Clark Street, Suite 201
Fresno, California 93726

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CDA Analyst: Stella Veraflor-Rundell

PSA 15 - (C)
Kings and Tulare Counties

LTC Ombudsman Program
c/o Kings County Commission on Aging
10953 14th Avenue
Armona, CA 93202
**Mailing Address: P.O. Box 598
Armona, CA 93202**

Bobbie Wartson, Coordinator
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Maribel Martinez, Regional Coordinator - Kings
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Maria Gutierrez, Regional Coordinator - Tulare
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CDA Analyst: Annie Kim

PSA 16 - (D)
Inyo and Mono Counties

Eastern Sierra Area Agency on Aging (ESAAA)
Ombudsman Program
682 Spruce Street
Bishop, California 93514

Paulette Erwin, Coordinator
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FAX (760) 873-4250

CDA Analyst: Annie Kim

PSA 17 - (C)
San Luis Obispo County

LTC Ombudsman Services of
San Luis Obispo County
3232 S. Higuera Street, Suite 101B
San Luis Obispo, California 93401

Karen Jones, Coordinator
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**(805) 785-0132 *Must dial "1" and full
10 digit number - even if calling within
805 area code.***
FAX (805) 785-0134

CDA Analyst: Ellen Goodwin

PSA 17A - (C)
Santa Barbara County

LTC Ombudsman of Santa Barbara County
c/o Family Service Agency of
Santa Barbara County
123 W. Gutierrez
Santa Barbara, California 93101

Marco Quintanar, Coordinator
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**(805) 922-1236 *Must dial "1" and full
10 digit number - even if calling within
805 area code.***
FAX (805) 922-1541

CDA Analyst: Ellen Goodwin

PSA 18 - (C)
Ventura County

LTC Ombudsman Services
Ventura County, Inc.
2021 Sperry Avenue, #35
Ventura, California 93003

Sylvia Taylor-Stein, Coordinator
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**(805) 656-1986 *Must dial "1" and full
10 digit number - even if calling within
805 area code.***
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CDA Analyst: Stella Veraflor-Rundell

PSA 19/25 - (C)
Los Angeles City and County

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Region IV
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Region V
VACANT
Regional Coordinator
E-Mail n/a

WISE & Healthy Aging
LTC Ombudsman Program
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Santa Monica, California 90401

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FAX (310) 395-4090

WISE & Healthy Aging
LTC Ombudsman Program
1527 - 4th Street, 2nd Floor
Santa Monica, California 90401
(310) 899-1483
FAX (310) 394-1631

WISE & Healthy Aging
LTC Ombudsman Program
16461 Sherman Way, Suite 177
Van Nuys, California 91406
(818) 444-0315
FAX (818) 444-0318

WISE & Healthy Aging
LTC Ombudsman Program
2555 East Colorado Blvd., Suite 203
Pasadena, California 91107
(626) 793-3510
FAX (626) 793-3530

WISE & Healthy Aging
LTC Ombudsman Program
4300 Long Beach Blvd., Suite 440
Long Beach, CA 90807
(562) 925-2346
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WISE & Healthy Aging
LTC Ombudsman Program
1493 N. Montebello Blvd., Suite 104
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FAX (323) 721-1885

CDA Analyst: Ellen Goodwin

PSA 20 - (D)
San Bernardino County

LTC Ombudsman Program
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(909) 891-3928 **(866) 229-0284**
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Use the direct lines to reach them directly, not as a referral number for calls from the public.

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Shawn Watson
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Elia Hernandez
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CDA Analyst: Annie Kim

PSA 21 - (C)
Riverside County

Long-Term Care Ombudsman Program
c/o Council on Aging - Southern California
9121 Haven Avenue, Suite 220
Rancho Cucamonga, California 91730

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CDA Analyst: Stella Veraflor-Rundell

PSA 22 - (C)
Orange County

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CDA Analyst: Ellen Goodwin

PSA 23 - (D)
San Diego County

Aging & Independence Services
County of San Diego
LTC Ombudsman Program
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San Diego, California 92123-1222
Mailing Address: P.O. Box 23217 MS W-433
San Diego, California 92123-3217

Wendy Bellido, Program Coordinator
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CDA Analyst: Stella Veraflor-Rundell

PSA 24 - (D)
Imperial County
Closed every Friday

LTC Ombudsman Program
778 W. State Street
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FAX (442) 265-7036

CDA Analyst: Pam Healy

PSA 26 - (D)
Lake and Mendocino Counties

Ombudsman Program of
Lake and Mendocino Counties
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Clearlake, California 95422
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Lower Lake, California 95457

Sonya Lujan, Coordinator
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CDA Analyst: Ellen Goodwin

PSA 27 - (C)
Sonoma County
Closed every Friday

Long-Term Care Ombudsman Program
c/o Senior Advocacy Services
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Petaluma, California 94954

Crista Chelemedos, Coordinator
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CDA Analyst: Ellen Goodwin

PSA 28 - (C)
Solano County

Solano County Long-Term Care
Ombudsman Program
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Pleasant Hill, California 94523

Nicole Howell , Coordinator
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(707) 644-4194
FAX (707) 638-0323

CDA Analyst: Annie Kim

PSA 28A - (D)
Napa County

Napa County Long-Term Care
Ombudsman Program
Area Agency on Aging Serving Napa-Solano
1443 Main Street, Building D, #125
Napa, California 94559

Leisa Matthes, Coordinator
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<p>PSA 29 - (D) El Dorado County</p> <p>Deborah Johnston, Coordinator E-Mail Deborah.Johnston@edcgov.us</p> <p><i>CDA Analyst: Stella Veraflor-Rundell</i></p>	<p>El Dorado County LTC Ombudsman Program c/o El Dorado Area Agency on Aging 937 Spring Street Placerville, California 95667</p> <p>(530) 621-6271 FAX (530) 653-2197</p>
<p>PSA 30 - (C) Stanislaus County</p> <p>Melissa Flaherty, Coordinator E-Mail mflaherty@ccstockton.org</p> <p><i>CDA Analyst: Stella Veraflor-Rundell</i></p>	<p>Stanislaus LTC Ombudsman Program Catholic Charities 2351 Tenaya Drive, Suite D Modesto, California 95354 Mailing Address: P.O. Box 516488 Modesto, California 95357</p> <p>(209) 529-3784 FAX (209) 593-6125</p>
<p>PSA 31 - (D) Merced County</p> <p>Stefanie Hiser, Coordinator E-Mail shiser@hsa.co.merced.ca.us</p> <p><i>CDA Analyst: Pam Healy</i></p>	<p>Merced County LTC Ombudsman Program 851 West 23rd Street Merced, California 95340</p> <p>(209) 385-7402 FAX (209) 724-4036</p>
<p>PSA 32 - (C) Monterey County</p> <p>Meggie Pina, Coordinator E-Mail mpina@allianceonaging.org</p> <p><i>CDA Analyst: Annie Kim</i></p>	<p>Alliance on Aging Ombudsman for LTC 247 Main Street Salinas, California 93901</p> <p>(831) 655-1334 - Monterey Peninsula (831) 758-4011 - Salinas Valley Region *Must dial "1" and full 10 digit number - even if calling within 831 area code* FAX (831) 751-1937</p>
<p>PSA 33 - (C) Kern County</p> <p>Devora Gonzalez, Coordinator E-Mail Dgonzalez@gbla.org</p> <p><i>CDA Analyst: Stella Veraflor-Rundell</i></p>	<p>Kern County LTC Ombudsman Program c/o Greater Bakersfield Legal Assistance, Inc. 615 California Avenue Bakersfield, California 93304</p> <p>(661) 323-7884 (888) 292-4252, Ext. 1109 *Must dial "1" and full 10 digit number - even if calling within 661 area code* FAX (661) 716-1060 FAX (661) 325-4482 (alternate)</p>

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S:\Support_Staff\Directory (DDLDP)\Directory of Designated Local Ombudsman Programs
Updated on 7/11/18- dw