

CALIFORNIA DEPARTMENT OF AGING
1300 National Drive, Suite 200, Sacramento, CA 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 10/03/19](#)

PSA 1 - (D)
[Del Norte and Humboldt Counties](#)

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

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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, CA 96002

Tracy Barber, Coordinator
E-Mail tbarber@psa2-ombudsman.org

(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, CA 95928-5388

David Beveridge, Coordinator
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(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, CA 95815

Rose Chrisman, Coordinator

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10 digit number - even if calling within
916 area code.***
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PSA 4 - Continued

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North & East Sacramento County, Nevada,
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Nevada & Sierra Counties- (530) 274-2825
Placer County- (530) 823-8422
Yolo County- (530) 668-5775
Yuba & Sutter Counties- (530) 755-2018

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PSA 5 - (D)
Marin County

Marin County Ombudsman Program
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San Rafael, CA 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, CA 94121

Benson Nadell, Coordinator

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Robert Manes, Staff Ombudsman

CDA Analyst: VACANT

PSA 7 - (C)
Contra Costa County

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

Nicole Howell, Coordinator
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FAX (925) 685-2049

CDA Analyst: Annie Kim

<p>PSA 8 - (C) San Mateo County</p> <p>Bernadette Mellott, Coordinator E-Mail berniemellott@ossmc.org</p> <p><i>CDA Analyst: VACANT</i></p>	<p>Ombudsman Services of San Mateo County, Inc. 711 Nevada Street Redwood City, CA 94061</p> <p>(650) 780-5707 FAX (650)364-5399</p>
<p>PSA 9 - (D) Alameda County</p> <p>Lisa Brand, Interim Coordinator E-Mail lbrand@acgov.org</p> <p><i>CDA Analyst: Pam Healy</i></p>	<p>Alameda County LTC Ombudsman Program 6955 Foothill Boulevard, Suite 300 Oakland, CA 94605</p> <p>(510) 638-6878 FAX (510) 577-1965 FAX (510) 577-1962 (alternate)</p>
<p>PSA 10 - (C) Santa Clara County</p> <p>Wanda Hale, Coordinator E-Mail whale@catholiccharitiesscc.org</p> <p><i>CDA Analyst: Annie Kim</i></p>	<p>LTC Ombudsman Program (Catholic Charities) John XXIII Multi-Services Center 195 E. San Fernando Street San Jose, CA 95112</p> <p>1 (408) 944-0567 *Must dial "1" and full 10 digit number - even if calling within 408 area code.* FAX (408) 944-0776</p>
<p>PSA 11 - (D) San Joaquin County</p>	<p>San Joaquin County LTC Ombudsman Program</p>

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CDA Analyst: Annie Kim

<p>PSA 12 - (C) Alpine, Amador, Calaveras, Mariposa, and Tuolumne Counties</p> <p>Linda Campbell, Coordinator E-Mail lcampbell@ccstockton.org</p> <p><i>CDA Analyst: Stella Veraflor-Rundell/Kim Johnson</i></p>	<p>Mother Lode LTC Ombudsman Program Catholic Charities - Diocese of Stockton 88 Bradford Street Sonora, CA 95370</p> <p>(209) 588-1597 FAX (209) 532-8448</p>
<p>PSA 13 - (C) Santa Cruz and San Benito Counties</p> <p>Deanna Trinidad, Coordinator E-Mail deanna@advocacy-inc.org</p> <p><i>CDA Analyst: VACANT</i></p>	<p>Long-Term Care Ombudsman Program of Santa Cruz & San Benito Counties - Advocacy, Inc. 5274 Scotts Valley Drive, Suite 203 Scotts Valley, CA 95066</p> <p>(831) 429-1913 FAX (831) 429-9102</p>
<p>PSA 14 - (C) Fresno, Madera Counties</p> <p>Susan Bussean, Coordinator E-Mail sbussean@valleycrc.org</p> <p><i>CDA Analyst: Stella Veraflor-Rundell/Kim Johnson</i></p>	<p>Fresno-Madera Ombudsman Program 5363 N Fresno Street Fresno, CA 93710</p> <p>(559) 224-9177 FAX (559) 224-9106</p>
<p>PSA 15 - (C) Kings and Tulare Counties</p>	<p>LTC Ombudsman Program c/o Kings County Commission on Aging 10953 14th Avenue</p>

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Armona, CA 93202

Bobbie Wartson, Coordinator

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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)
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682 Spruce Street
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Paulette Erwin, Coordinator
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CDA Analyst: Annie Kim

PSA 17 - (C)
San Luis Obispo County

LTC Ombudsman Services of
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3232 S. Higuera Street, Suite 101B
San Luis Obispo, CA 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: VACANT

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, CA 93101

Marco Quintanar, Coordinator
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805 area code.***
FAX (805) 922-1541

CDA Analyst: VACANT

PSA 18 - (C)
Ventura County

LTC Ombudsman Services
Ventura County, Inc.
2021 Sperry Avenue, #35
Ventura, CA 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/Kim Johnson

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

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Region III
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Regional Coordinator
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Region IV

WISE & Healthy Aging
LTC Ombudsman Program
1527 - 4th Street, 2nd Floor
Santa Monica, CA 90401

(310) 393-3618 **(800) 334-9473**
FAX (310) 395-4090

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

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

WISE & Healthy Aging
LTC Ombudsman Program
2555 East Colorado Blvd., Suite 203
Pasadena, CA 91107
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WISE & Healthy Aging

Janette Tovar
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LTC Ombudsman Program
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Long Beach, CA 90807
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WISE & Healthy Aging
LTC Ombudsman Program
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FAX (323) 721-1885

CDA Analyst: VACANT

PSA 20 - (D)
San Bernardino County

LTC Ombudsman Program
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San Bernardino, CA 92415

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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
Ombudsman Field Coordinator
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Shawn Watson
Ombudsman Field Coordinator
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Kimberly Morrow
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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, CA 91730

Elizabeth (Libby) Anderson, Coordinator
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CDA Analyst: Stella Veraflor-Rundell/Kim Johnson

PSA 22 - (C)
Orange County

Long-Term Care Ombudsman Program
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Elizabeth (Libby) Anderson, Coordinator
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CDA Analyst: VACANT

PSA 23 - (D)
San Diego County

Aging & Independence Services
County of San Diego
LTC Ombudsman Program
5560 Overland Avenue, Suite 310
San Diego, CA 92123-1222
Mailing Address: P.O. Box 23217 MS W-433
San Diego, CA 92123-3217

Wendy Bellido, Coordinator
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CDA Analyst: Stella Veraflor-Rundell/Kim Johnson

PSA 24 - (D)

Imperial County

Closed every Friday

Karla Flores, Coordinator

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LTC Ombudsman Program

778 W. State Street

El Centro, CA 92243

(442) 265-7032

FAX (442) 265-7036

CDA Analyst: Pam Healy

PSA 26 - (D)
Lake and Mendocino Counties

Ombudsman Program of
Lake and Mendocino Counties
16170 Main Street, Unit F
Lower Lake, CA 95457
Mailing Address: P.O. Box 9000
Lower Lake, CA 95457

Sonya Lujan, Coordinator
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(707) 262-4525
FAX (707) 995-1081

CDA Analyst: VACANT

PSA 27 - (C)
Sonoma County
Closed every Friday

Long-Term Care Ombudsman Program
c/o Senior Advocacy Services
1129 Industrial Avenue, Suite 201
Petaluma, CA 94952

Crista Barnett Nelson, Coordinator
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FAX (707) 526-5118

CDA Analyst: VACANT

PSA 28 - (C)
Solano County

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

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CDA Analyst: Annie Kim

PSA 28A - (C)

Napa County

Napa County Long-Term Care
Ombudsman Program
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Napa, CA 94559

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CDA Analyst: Pam Healy

PSA 29 - (D)
El Dorado County

El Dorado County LTC Ombudsman Program
c/o El Dorado Area Agency on Aging
937 Spring Street
Placerville, CA 95667

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CDA Analyst: Stella Veraflor-Rundell/Kim Johnson

PSA 30 - (C)
Stanislaus County

Stanislaus LTC Ombudsman Program
Catholic Charities
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PSA 31 - (D)
Merced County

Merced County LTC Ombudsman Program
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CDA Analyst: Pam Healy

PSA 32 - (C)
Monterey County

Alliance on Aging Ombudsman for LTC
247 Main Street
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(831) 758-4011 - Salinas Valley Region
***Must dial "1" and full 10 digit number -
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CDA Analyst: Annie Kim

PSA 33 - (C)
Kern County

Kern County LTC Ombudsman Program
c/o Greater Bakersfield Legal Assistance, Inc.
615 California Avenue
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(661) 323-7884 (888) 292-4252, Ext. 1109
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FAX (661) 716-1060

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OFFICE OF THE STATE LONG-TERM CARE OMBUDSMAN (OSLTCO)

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S:\Support_Staff\Directory (DDLDP)\Directory of Designated Local Ombudsman Programs
Updated on 10/03/19 - HH