

CALIFORNIA DEPARTMENT OF AGING
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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 06/28/18

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
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(707) 269-1330
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
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, 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

E-Mail rchrism@agencyonaging4.org

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

PSA 4 - Continued

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North & East Sacramento County, Nevada,
Placer, Sierra, Sutter, Yolo, and Yuba Counties
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CDA Analyst: Pam Healy

PSA 5 - (D)
Marin County

Marin County Ombudsman Program
10 North San Pedro Road, Suite 1024
San Rafael, California 94903

Daniel Steckline, Coordinator
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(415) 473-7446
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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

Benson Nadell, Coordinator
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FAX (415) 751-9789

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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FAX (925) 685-2049

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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(650) 780-5707
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

Denyse McCowan, Coordinator
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FAX (510) 577-1965
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
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**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
P.O. Box 201056
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
E-Mail nikki@advocacy-inc.org

(831) 429-1913
FAX (831) 429-9102

CDA Analyst: Ellen Goodwin

PSA 14 - (C)
Fresno, Madera Counties

Fresno-Madera Ombudsman Program
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Fresno, California 93726

Susan Bussean, Coordinator
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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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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.***
FAX (805) 658-8540

CDA Analyst: Stella Veraflor-Rundell

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

Molly Davies, Coordinator
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WISE & Healthy Aging
LTC Ombudsman Program
1527 - 4th Street, 2nd Floor
Santa Monica, California 90401

(310) 393-3618 **(800) 334-9473**
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
FAX (562) 925-5876

WISE & Healthy Aging
LTC Ombudsman Program
1493 N. Montebello Blvd., Suite 104
Montebello, California 90640
(323) 721-1343
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CDA Analyst: Ellen Goodwin

PSA 20 - (D)
San Bernardino County

LTC Ombudsman Program
784 East Hospitality Lane
San Bernardino, California 92408

Hazel Lambert, Coordinator
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(909) 891-3928 **(866) 229-0284**
FAX (909) 891-3957

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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Yucca Valley
Shawn Watson
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Ontario
Elia Hernandez
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Redlands-Yucaipa
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Ombudsman Field Coordinator
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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

Anita Johnson, Coordinator
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CDA Analyst: Stella Veraflor-Rundell

PSA 22 - (C)
Orange County

Long-Term Care Ombudsman Program
c/o Council on Aging - Southern California
2 Executive Circle, Suite 175
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Elizabeth (Libby) Anderson, Coordinator
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FAX (714) 479-0234

CDA Analyst: Ellen Goodwin

PSA 23 - (D)
San Diego County

Aging & Independence Services
County of San Diego
LTC Ombudsman Program
5560 Overland Avenue, Suite 310
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
El Centro, California 92243

Karla Flores, Coordinator
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(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
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Clearlake, California 95422
Mailing Address: P.O. Box 9000
Lower Lake, California 95457

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

CDA Analyst: Ellen Goodwin

PSA 27 - (C)
Sonoma County
Closed every Friday

Long-Term Care Ombudsman Program
c/o Senior Advocacy Services
1304 Southpoint Blvd., Suite 280
Petaluma, California 94954

Crista Chelemedos, Coordinator
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(707) 526-4108
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CDA Analyst: Ellen Goodwin

PSA 28 - (C)
Solano County

Solano County Long-Term Care
Ombudsman Program
2255 Contra Costa Blvd., Suite 204
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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(707) 255-4236
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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
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Placerville, California 95667

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FAX (530) 653-2197

CDA Analyst: Stella Veraflor-Rundell

PSA 30 - (C)
Stanislaus County

Stanislaus LTC Ombudsman Program
Catholic Charities
2351 Tenaya Drive, Suite D
Modesto, California 95354
Mailing Address: P.O. Box 516488
Modesto, California 95357

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FAX (209) 593-6125

CDA Analyst: Stella Veraflor-Rundell

PSA 31 - (D)
Merced County

Merced County LTC Ombudsman Program
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Merced, California 95340

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FAX (209) 724-4036

CDA Analyst: Pam Healy

PSA 32 - (C)
Monterey County

Alliance on Aging Ombudsman for LTC
247 Main Street
Salinas, California 93901

Meggie Pina, Coordinator
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(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***
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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
Bakersfield, California 93304

Devora Gonzalez, Coordinator
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(661) 323-7884 (888) 292-4252, Ext. 1109
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even if calling within 661 area code***
FAX (661) 716-1060
FAX (661) 325-4482 (alternate)

CDA Analyst: Stella Veraflor-Rundell

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S:\Support_Staff\Directory (DDLDP)\Directory of Designated Local Ombudsman Programs
Updated on 6/28/18- dw