

Long Term Care Ombudsman Contact Information

The California State Long-Term Care Ombudsman Program is authorized by the federal Older Americans Act and its State companion, the Older Californians Act. The primary responsibility of the program is to investigate and endeavor to resolve complaints made by, or on behalf of, individual residents in long-term care facilities. These facilities include nursing homes, residential care facilities for the elderly, and assisted living facilities. The Long-Term Care Ombudsman Program investigates elder abuse complaints in long-term care facilities and in residential care facilities for the elderly.

The State CRISISline number
1-800-231-4024

This CRISISline is available to take calls and refer complaints
24 hours a day, 7 days a week.

Local Ombudsman Local Offices

County	Address	Phone
Alameda	Alameda County LTC Ombudsman Program 6955 Foothill Boulevard, Suite 300 Oakland, CA 94605	(510) 638-6878 Fax (510) 577-1965
Alpine	Mother Lode LTC Ombudsman Program Catholic Charities - Diocese of Stockton 14855 Mono Way, Suite 101 Sonora, CA 95370	(209) 532-7632 Fax (209) 532-8448
Amador	Mother Lode LTC Ombudsman Program Catholic Charities - Diocese of Stockton 14855 Mono Way, Suite 101 Sonora, CA 95370	(209) 532-7632 Fax (209) 532-8448
Butte	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, CA 95929-0799	(530) 898-5923 (800) 822-0109 Fax (530) 898-4870
Calaveras	Mother Lode LTC Ombudsman Program Catholic Charities - Diocese of Stockton 14855 Mono Way, Suite 101 Sonora, CA 95370	(209) 532-7632 Fax (209) 532-8448

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Colusa	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, CA 95929-0799	(530) 898-5923 (800) 822-0109 Fax (530) 898-4870
Contra Costa	Ombudsman Services of Contra Costa, Inc. 4415 Cowell Road, Suite 100 Concord, CA 94518	(925) 685-2070 Fax (925) 685-2049
Del Norte	Area 1 Agency on Aging LTC Ombudsman Program 434-7th Street, Suite 209 Eureka, CA 95501	(707) 269-1330 Fax (707) 269-1331
El Dorado	El Dorado County LTC Ombudsman Program c/o El Dorado Area Agency on Aging 937 Spring Street Placerville, CA 95667	(530) 621-6271 Fax (530) 295-2598
Fresno	Fresno-Madera Ombudsman Program 3845 N. Clark Street, Suite 201 Fresno, CA 93726	(559) 224-9177 Fax (559) 224-9106
Glenn	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, CA 95929-0799	(530) 898-5923 (800) 822-0109 Fax (530) 898-4870
Humboldt	Area 1 Agency on Aging LTC Ombudsman Program 434 - 7th Street, Suite 209 Eureka, CA 95501	(707) 269-1330 Fax (707) 269-1331
Imperial	LTC Ombudsman Program 1331 South Clark Road, Building 11 El Centro, CA 92243	(760) 339-6457 Fax (760) 339-6453
Inyo	Eastern Sierra Area Agency on Aging (ESAAA) Ombudsman Program 163 May Street Bishop, CA 93514	(760) 872-4128 Fax (760) 872-4250

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County	Address	Phone
Kern	Kern County LTC Ombudsman Program c/o Greater Bakersfield Legal Assistance, Inc. 615 California Avenue Bakersfield, CA 93304	(661) 323-7884 (888) 292-4252, ext. 1109 Fax (661) 716-1060
Kings	LTC Ombudsman Program c/o Kings County Commission on Aging Council 680 N. Campus Drive, Suite D Hanford, CA 93230	(559) 582-3211 ext. 2824 Fax (559) 582-9627
Lake	Ombudsman Program of Lake and Mendocino Counties 809 South Main Street Lakeport, CA 95453 Mailing Address: P.O. Box 9000 Lowerlake, CA 95457	(707) 262-4525 Fax (707) 263-3133
Lassen	Ombudsman Services of Northern California 1376 West Street Redding, CA 96001	(530) 229-1435 (530) 229-1816 (866) 699-6191 Fax (530) 229-1821
Los Angeles	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
	Region I - Santa Monica WISE & Healthy Aging LTC Ombudsman Program 1527 - 4th Street, 2nd Floor Santa Monica, CA 90401	(310) 899-1483 Fax (310) 394-1631
	Region II - Canoga Park WISE & Healthy Aging LTC Ombudsman Program 8374 Topanga Canyon Boulevard, Suite 209 Canoga Park, CA 91304	(818) 444-0315 Fax (818) 444-0318

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County	Address	Phone
	Region III - Pasadena WISE & Healthy Aging LTC Ombudsman Program 2555 East Colorado Boulevard, Suite 203 Pasadena, CA 91107	(626) 793-3510 Fax (626) 793-3530
	Region IV - Lakewood WISE & Healthy Aging LTC Ombudsman Program 5220 Clark Avenue, Suite 415 Lakewood, CA 90712	(562) 925-2346 Fax (562) 925-5876
	Region V - Montebello WISE & Healthy Aging LTC Ombudsman Program 1493 N. Montebello Boulevard, Suite 104 Montebello, CA 90640	(323) 721-1343 Fax (323) 721-1885
Madera	Fresno-Madera Ombudsman Program 3845 N. Clark Street, Suite 201 Fresno, CA 93726	(559) 224-9177 Fax (559) 224-9106
Marin	Marin County Ombudsman Program 10 North San Pedro Road, Suite 1024 San Rafael, CA 94903	(415) 473-7446 Fax (415) 473-6933
Mariposa	Mother Lode LTC Ombudsman Program Catholic Charities - Diocese of Stockton 14855 Mono Way, Suite 101 Sonora, CA 95370	(209) 532-7632 Fax (209) 532-8448
Mendocino	Ombudsman Program of Lake and Mendocino Counties 809 South Main Street Lakeport, CA 95453 Mailing Address: P.O. Box 9000 Lowerlake, CA 95457	(707) 262-4525 Fax (707) 263-3133

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County	Address	Phone
Merced	Merced County LTC Ombudsman Program 851 West 23rd Street Merced, CA 95340	(209) 385-7402 Fax (209) 384-8102
Modoc	Ombudsman Services of Northern California 1376 West Street Redding, CA 96001	(530) 229-1435 (530) 229-1816 (866) 699-6191 Fax (530) 229-1821
Mono	Eastern Sierra Area Agency on Aging (ESAAA) Ombudsman Program 163 May Street Bishop, CA 93514	(760) 872-4128 Fax (760) 872-4250
Monterey	Alliance on Aging Ombudsman for LTC 247 Main Street Salinas, CA 93901	(831) 655-1334 Fax (831) 646-1293
	Salinas Number	(831) 758-4011
Napa	Napa LTC Ombudsman Program 1443 Main Street Building D, #125 Napa, CA 94559	(707) 255-4236 Fax (707) 255-4713
Nevada	Ombudsman Services of Northern California 3950 Industrial Boulevard, Suite 500 West Sacramento, CA 95691	(916) 376-8910 (530) 274-2825 Fax (916) 376-8914
Orange	LTC Ombudsman Program c/o COUNCIL on AGING - Orange County 1971 E. Fourth Street, Suite 200 Santa Ana, CA 92705-3917	(714) 479-0107 (800) 300-6222 Fax (714) 479-0234
Placer	Ombudsman Services of Northern California 3950 Industrial Boulevard, Suite 500 West Sacramento, CA 95691	(916) 376-8910 (530) 823-8422 Fax (916) 376-8914

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Plumas	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, CA 95929-0799	(530) 898-5923 (800) 822-0109 Fax (530) 898-4870
Riverside	LTC Ombudsman Program 2060 University Avenue, Suite 212 Riverside, CA 92507	(951) 686-4402 (877) 430-4433 Fax (951) 686-1687
	Hemet Office	(951) 929-0196
	Palm Springs Office	(760) 328-9139
Sacramento	Ombudsman Services of Northern California 3950 Industrial Boulevard, Suite 500 West Sacramento, CA 95691	(916) 376-8910 Fax (916) 376-8914
San Benito	LTC Ombudsman Program of Santa Cruz & San Benito Counties Advocacy, Inc. 5274 Scotts Valley Drive, Suite 203 Scotts Valley, CA 95066	(831) 429-1913 Fax (831) 429-9102
San Bernardino	LTC Ombudsman Program 686 E. Mill Street, Second Floor San Bernardino, CA 92415-0640	(909) 891-3928 (866) 229-0284 Fax (909) 891-3957
San Diego	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 San Diego, CA 92193-9975	(858) 560-2507 (800) 640-4661 Fax (858) 694-2568
San Francisco	San Francisco LTC Ombudsman Program c/o Family Services Agency of San Francisco 6221 Geary Boulevard, 3rd Floor San Francisco, CA 94121	(415) 751-9788 (415) 751-9789

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County	Address	Phone
San Joaquin	San Joaquin County LTC Ombudsman Program 102 South San Joaquin Street P.O. Box 201056 Stockton, CA 95201-3006	(209) 468-3785 Fax (209) 932-2641
San Luis Obispo	LTC Ombudsman Services of San Luis Obispo County 3232 S. Higuera Street, Suite 101B San Luis Obispo, CA 93401	(805) 785-0132 Fax (805) 785-0134
San Mateo	Ombudsman Services of San Mateo County, Inc. 711 Nevada Street Redwood City, CA 94061	(650) 780-5707 Fax (650) 364-5399
Santa Barbara	Central Coast Commission for Senior Citizens 528 South Broadway Santa Maria, CA 93454 P.O. Box 5091 Santa Maria, CA 93454	(805) 922-1236 Fax (805) 922-1541
Santa Clara	LTC Ombudsman Program Catholic Charities 2625 Zanker Road, Suite 200 San Jose, CA 95134-2107	1-(408) 944-0567 Fax (408) 944-0776
Santa Cruz	LTC Ombudsman Program of Santa Cruz & San Benito Counties Advocacy, Inc. 5274 Scotts Valley Drive, Suite 203 Scotts Valley, CA 95066	(831) 429-1913 Fax (831) 429-9102
Shasta	Ombudsman Services of Northern California 1376 West Street Redding, CA 96001	(530) 229-1435 (530) 229-1816 (866) 699-6191 Fax (530) 229-1821
Sierra	Ombudsman Services of Northern California 3950 Industrial Boulevard, Suite 500 West Sacramento, CA 95691	(916) 376-8910 (530) 274-2825 Fax (916) 376-8914

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Siskiyou	Ombudsman Services of Northern California 1376 West Street Redding, CA 96001	(530) 229-1435 (530) 229-1816 (866) 699-6191 Fax (530) 229-1821
Solano	Ombudsman Services of Northern California 1810 Capitol Street Vallejo, CA 94590	(707) 644-4194 (800) 644-4194 Fax (916) 376-8914
Sonoma	LTC Ombudsman Program c/o Senior Advocacy Services 1304 Southpoint Boulevard, Suite 280 Petaluma, CA 94954	(707) 526-4108 Fax (707) 526-5118
Stanislaus	Stanislaus LTC Ombudsman Program Catholic Charities 400 - 12th Street, Suite 4 Modesto, CA 95354	(209) 529-3784 Fax (209) 593-6125
Sutter	Ombudsman Services of Northern California 3950 Industrial Boulevard, Suite 500 West Sacramento, CA 95691	(916) 376-8910 (530) 755-2018 Fax (916) 376-8914
Tehama	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, CA 95929-0799	(530) 898-5923 (800) 822-0109 Fax (530) 898-4870
Trinity	Ombudsman Services of Northern California 1376 West Street Redding, CA 96001	(530) 229-1435 (530) 229-1816 (866) 699-6191 Fax (530) 229-1821
Tulare	LTC Ombudsman Program c/o Kings County Commission on Aging Council 680 N. Campus Drive, Suite D Hanford, CA 93230	(559) 582-3211 ext. 2824 (800) 293-9714 Fax (559) 582-9627

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Tuolumne	Mother Lode LTC Ombudsman Program Catholic Charities - Diocese of Stockton 14855 Mono Way, Suite 101 Sonora, CA 95370	(209) 532-7632 Fax (209) 532-8448
Ventura	LTC Ombudsman Services of Ventura County, Inc. 2021 Sperry Avenue, #35 Ventura, CA 93003	(805) 656-1986 Fax (805) 658-8540
Yolo	Ombudsman Services of Northern California 3950 Industrial Boulevard, Suite 500 West Sacramento, CA 95691	(916) 376-8910 (530) 668-5775 Fax (916) 376-8914
Yuba	Ombudsman Services of Northern California 3950 Industrial Boulevard, Suite 500 West Sacramento, CA 95691	(916) 376-8910 (530) 755-2018 Fax (916) 376-8914