

# Advocacy Tools

## Internet Resources

As most of you have already discovered the internet is a wonderful resource for advocates. The main problem is figuring out what is useful and what isn't. Below is a list of sites that we have found to be useful. If you have other sites you have discovered please e-mail to us, and we will share them in an updated version of the Empowerment Resources in September.

### *Empowerment Resources #05*

#### ✦ **NOTE TO WEB SURFERS**

These links have all been checked for accuracy, but in some cases we have been getting inconsistent results. Additionally, a couple of these addresses actually changed between the time this document was first drafted and when it was finalized. If you have problems getting into a site, try typing the address into your browser or see if you can navigate from the main address. If you still have trouble, please call Maria at the Central Office of Patients' Rights for assistance.

#### ✦ **ADOBE ACROBAT READER**

Many of the forms on the internet are in "pdf" format. In order to read and print these forms you will need an Adobe Acrobat Reader, which can be downloaded free of charge at <http://www.adobe.com/products/acrobat/readstep.html>.

#### ✦ **BAZELON CENTER FOR MENTAL HEALTH LAW** [www.bazelon.org](http://www.bazelon.org)

An excellent Web site with information and alerts on disability issues and legislation, publications, case summaries, and links to other useful sites on mental health law and general disability issues.

✦ **CALIFORNIA ADVOCATES FOR NURSING HOME REFORM (CANHR)**  
<http://www.canhr.org>

This Web site has information about nursing facilities (including IMDs), lists of nursing facility citations, publication lists, recent articles from CANHR newsletters, and legislative updates. This organization is a lawyer referral service for abuse, neglect, estate planning and trust cases--1-800-474-1116.

✦ **CALIFORNIA ALLIANCE FOR THE MENTALLY ILL**  
[www.susanville.com/community/ami/cami.html](http://www.susanville.com/community/ami/cami.html)

This is a statewide advocacy group of families, friends, recovering persons with mental illness and professionals who are dedicated to improving the care, treatment, rehabilitation and status of people with mental illness - and the pursuit of cures through research. Links to other mental health resources. Affiliated with NAMI (National Alliance for the Mentally Ill) at [www.NAMI.org](http://www.NAMI.org).

✦ **CALIFORNIA ASSOCIATION OF MENTAL HEALTH PATIENTS' RIGHTS ADVOCATES (CAMHPRA)**  
[www.camhpra.org/index.htm](http://www.camhpra.org/index.htm)

This is the Web site for CAMHPRA, which is the professional organization for Patients' Rights Advocates. It is a membership organization working to promote public policy furthering the rights and wellbeing of mental health consumers. This site contains membership information and links to information that is of interest to Patients' Rights Advocates along with general legal resources, statutes and regulations, government agencies, diagnosis and treatment, and consumer concerns and associations.

✦ **CALIFORNIA CODE OF REGULATIONS**  
[www.calregs.com](http://www.calregs.com)

This California Code of Regulations (CCR) Website contains the text of the regulations that have been formally adopted by state agencies, reviewed and approved by the Office of Administrative Law, and filed with the Secretary of State.

The CCR consists of 28 titles and contains the regulations of approximately 200 regulatory agencies. Note that Title 6 (Governor's Regulations) presently contains no regulations, and Title 24 (California Building Standards) is published separately and not part of this CCR website (see FAQs for further information). Click on "How to use this Website" for detailed instructions you can print out.

✦ **CALIFORNIA DEPARTMENT OF MENTAL HEALTH**

[www.dmh.cahwnet.gov](http://www.dmh.cahwnet.gov)

This is the home page for the California Department of Mental Health. It includes descriptions of mental health programs, information for county administrators and providers, and links to press releases and publications. In addition, contains IT Web Services, a collection of newly developed web applications that allow DMH business partners to access information over the Internet. To view the confidential system information contained on this site, an enrollment form must be filled out and faxed to DMH for approval. You will need an Adobe Acrobat Reader to access lists of state and national resources.

✦ **CALIFORNIA HOUSING LAW PROJECT**

<http://www.housingadvocates.org>

The California Housing Law Project is an advocacy organization that lobbies in the California State Legislature for affordable housing and tenants rights for low income people, the disabled, elderly, homeless and farmworkers. The California Housing Law Project provides free updates via e-mail on housing policy issues and actions to which you can subscribe. It also contains information on current housing legislation and other housing-related links.

✦ **CALIFORNIA NETWORK OF MENTAL HEALTH CLIENTS (CNMHC)**

<http://www.cnmhc.org>

The CNMHC—the first statewide, client-run organization in the country--was formed in 1983 as an organization for, by and of persons who have received or are receiving mental health services. The primary goals of the CNMHC are to empower clients through the development of self-help groups and networking throughout the

state; to confront discriminating attitudes about mental health clients; to provide a strong voice of, by and for mental health clients; and to promote and instill the rights of clients in and out of treatment situations, with special attention to the right to freedom of choice. Their Web site contains information on current news, programs, and resources.

✦ **CALIFORNIA LEGISLATIVE COUNSEL**

[www.leginfo.ca.gov](http://www.leginfo.ca.gov)

A good place to go to get copies of pending bills. Click on "Subscribe" to get e-mail updates (amendments, hearings) on particular bills.

✦ **CALIFORNIA WELFARE AND INSTITUTIONS CODE AND OTHER STATUES SITES**

[www.leginfo.ca.gov/.html/wic\\_table\\_of\\_contents.html](http://www.leginfo.ca.gov/.html/wic_table_of_contents.html)

This site contains patients' rights statutes. Other codes may be accessed at [www.leginfo.ca.gov](http://www.leginfo.ca.gov). After entering this site, click into the "California Law" button.

✦ **CODE OF FEDERAL REGULATIONS, FEDERAL REGISTER**

[www.access.gpo.gov/nara/cfr/index.html](http://www.access.gpo.gov/nara/cfr/index.html)

The *Code of Federal Regulations* (CFR) is a codification of the general and permanent rules published in the *Federal Register* by the Executive departments and agencies of the Federal Government. An example of this is the Health Care Financing Administration's (HCFA) new regulations for seclusion and restraint that must be followed as a condition for participation in Medi-aid or Medi-care.

✦ **COURT FORMS (CALIFORNIA COURTS)**

[www.courtinfo.ca.gov](http://www.courtinfo.ca.gov)

This is the California Judicial Council's home page. It has valuable links to Web sites for each county's superior and municipal courts, state and local court rules and forms, California Supreme Court and appellate court slip opinions from the last 60

days, etc. Specifically, check out [www.courtinfo.ca.gov/forms/allforms.htm](http://www.courtinfo.ca.gov/forms/allforms.htm). You will find copies of any court form you may need, including the Petition for Writ of Habeas Corpus.

#### ✦ **DISABILITY ETIQUETTE HANDBOOK**

[www.ci.sat.tx.us/planning/handbook](http://www.ci.sat.tx.us/planning/handbook)

Published by the City of San Antonio Disability Access Office, this site contains a section on "Dos and Don'ts" ([www.ci.sat.tx.us/planning/handbook/deh9.htm](http://www.ci.sat.tx.us/planning/handbook/deh9.htm)) and a "Glossary of Acceptable Terms" ([www.ci.sat.tx.us/planning/handbook/deh12.htm](http://www.ci.sat.tx.us/planning/handbook/deh12.htm)).

#### ✦ **FINDLAW**

[www.findlaw.com](http://www.findlaw.com)

Among the best entry points for finding or searching statutes, regulations federal appellate and Supreme Court cases, legal topical areas, government agency websites, directories of experts, legal practice information, etc. Subscribing to Findlaw's e-mail newsletter, *Legal News*, is an excellent way to automatically receive federal circuit court and Supreme Court opinions and updates on other legal-related news.

#### ✦ **GOOGLE SEARCH ENGINE**

[www.google.com](http://www.google.com)

This is a very straight forward and simple search engine which yields relevant hits.

#### ✦ **HEALTH CARE FINANCING ADMINISTRATION (HCFA)**

[www.hcfa.gov](http://www.hcfa.gov)

The Health Care Financing Administration (HCFA), the federal agency that administers Medi-Care, Medi-Cade and the State Children's Health Insurance Program (SCHIP).

✦ **HEALTHFINDER**

[www.healthfinder.gov](http://www.healthfinder.gov)

This is a Department of Health and Human Services site which is searchable by subject and has links to information from government health agencies, public health groups, professional groups, universities, support groups, and medical journals.

✦ **JOINT COMMISSION ON ACCREDITATION OF HEALTHCARE ORGANIZATIONS (JCAHO)**

[www.jcaho.org](http://www.jcaho.org)

The Joint Commission evaluates and accredits nearly 19,000 health care organizations and programs in the United States. An independent, not-for-profit organization, the Joint Commission is the nation's predominant standards-setting and accrediting body in health care. Since 1951, the Joint Commission has developed state-of-the-art, professionally based standards and evaluated the compliance of health care organizations against these benchmarks.

✦ **LEGAL SERVICES OF NORTHERN CALIFORNIA**

[www.lsn.net](http://www.lsn.net)

Includes both California and national legal resources; state and federal courts, decisions, and rules; state and federal laws and legislative resources; state and local government web sites; law school web sites; public policy web sites; and other resources. Also features All County Letters from the Department of Social Services which explain the welfare changes and how to administer CalWORKS.

✦ **LICENSING COMPLAINTS (DEPARTMENT OF CONSUMER AFFAIRS)**

[www.dca.ca.gov](http://www.dca.ca.gov)

Included on this web site is information on how to file a complaint against a licensee. If you are not sure where to register a complaint, check out the "Complaint Referral Table" ([www.dca.ca.gov/r\\_r/cmpltabl/index.html](http://www.dca.ca.gov/r_r/cmpltabl/index.html)), and make sure the screened is scrolled all the way to the right so you can see the index tabs.

## ✦ **LONG-TERM CARE OMBUDSMAN PROGRAM**

[www.aging.state.ca.us/html/programs/ombudsman.htm](http://www.aging.state.ca.us/html/programs/ombudsman.htm)

The California State Long-Term Care Ombudsman Program investigates and attempts to resolve complaints made by, or on behalf of, individual residents in long-term care facilities which 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 the adult residential care facilities and adult day health care facilities. The Office of the State Long-Term Care Ombudsman (OSLTCO) develops policy and provides oversight to the local Long-Term Care Ombudsman Programs. OSLTCO staff confer with state licensing agencies regarding difficult cases, meet with the California Department of Aging staff counsel(s) to clarify laws, develop legislation to define program roles and provide ongoing statewide Ombudsman training. Also at this address is a link to 35 contacts by county.

## ✦ **MEDICAL BOARD OF CALIFORNIA**

[www.medbd.ca.gov](http://www.medbd.ca.gov)

The Medical Board of California is the State agency that licenses **medical** doctors, investigates complaints, disciplines those who violate the law. This is their official site. Under "Services for Consumers" you will find complaint information, forms and publications, information on patient access to medical records, and physician licensee information. If you click on "Forms & Publications" and then "Consumer Forms & Materials," you will find the brochure for how complaints are handled and the consumer complaint form which were included in your basic advocacy training binders.

<http://www.docboard.org/ca/df/casearch.htm>

Through this site you can verify the license of any person licensed by the Medical Board of California.

## ✦ **MEDICAL DICTIONARY (ONLINE!)**

[www.graylab.ac.uk](http://www.graylab.ac.uk)

This Online Medical Dictionary (OMD) is a searchable dictionary created by Dr. Graham Dark and contains terms relating to biochemistry, cell biology, chemistry, medicine, molecular biology, physics, plant biology, radiobiology, science and technology. It includes acronyms, jargon, theory, conventions, standards, institutions, projects, eponyms, history--anything to do with medicine or science.

## ✦ **MEDLINE**

[www.healthgate.com](http://www.healthgate.com)

Click on "Medline" to enter a search engine useful for research on medical or clinical information on particular disabilities, treatment modalities, drug information, medical ethics, etc.

## ✦ **MENTAL HEALTH CONSUMER CONCERNS**

[www.community.net/~mhcc](http://www.community.net/~mhcc)

Mental Health Consumer concerns is a non-profit corporation founded in 1976 by and for mental health clients. They provide the PRAs for Contra Costa, Solano, and Napa Counties.

## ✦ **NATIONAL ASSOCIATION OF PROTECTION AND ADVOCACY SYSTEMS (NAPAS)**

[www.protectionandadvocacy.com](http://www.protectionandadvocacy.com)

Web site for the National Association of Protection and Advocacy Systems. Includes P&A news and links to other state protection and advocacy agencies, disability organizations, government agencies and departments, publications, policy updates, and resources for people with disabilities.

✦ **NATIONAL COALITION FOR THE HOMELESS**

[www.nationalhomeless.org](http://www.nationalhomeless.org)

Directories of national, state and local homeless organizations; events calendars; fact sheets; online library resources and links to other Internet resources related to homelessness.

✦ **OFFICE OF CLIENTS' RIGHTS**

[www.pai-ca.org/OCRA/index.htm](http://www.pai-ca.org/OCRA/index.htm)

The Office of Clients Rights Advocacy (OCRA) is a statewide office run by Protection & Advocacy, Inc., through a contract with the California Department of Developmental Services. OCRA employs a Clients' Rights Advocate (CRA) at each regional center. The CRA is a person trained to help protect the rights of people with developmental disabilities.

✦ **OFFICE OF PATIENTS' RIGHTS**

[www.pai-ca.org/OPR/index.htm](http://www.pai-ca.org/OPR/index.htm)

This is our new site. Take a look! It is under construction, but we hope to have it completed by the end of summer.

✦ **PHYSICIANS DESK REFERENCE (PDR ONLINE!)**

[www.pdr.net](http://www.pdr.net)

This is a site that provides the user with a variety of medical information including access to drug information and another medical dictionary. It requires that you register to use it, but most information is provided free.

## ✦ **PROTECTION & ADVOCACY, INC.**

[www.pai-ca.org](http://www.pai-ca.org)

There is a list of publications relating to mental health advocacy and services under [www.pai-ca.org/pubs/401201.htm](http://www.pai-ca.org/pubs/401201.htm). Recently added to this site is the "Handbook for Challenging Lanterman-Petris-Short (LPS) Conservatorships," which was handed out at the most recent basic advocacy training.

## ✦ **THE STATE BAR OF CALIFORNIA**

[www.calbar.org](http://www.calbar.org)

This Web site contains information on the State Bar activities and organizations and includes names and addresses of all attorneys admitted to practice in California. It also has information on any record of public discipline.

## ✦ **OTHER CALIFORNIA GOVERNMENT RESOURCES**

- California Counties ([www.cde.ca.gov](http://www.cde.ca.gov))--Lists of (and links to) county web sites.
- California Department of Education ([www.cde.ca.gov](http://www.cde.ca.gov))
- California Department of Health Services ([www.dhs.ca.gov](http://www.dhs.ca.gov))
- California Department of Rehabilitation—Independent Living Centers ([www.rehab.cahwnet.gov/ilclist.htm](http://www.rehab.cahwnet.gov/ilclist.htm))
- California Department of Social Services (CDSS) ([www.dss.cahwnet.gov](http://www.dss.cahwnet.gov))
- CDSS Children and Family Services ([www.childsworld.org](http://www.childsworld.org))
- CDSS Manual of Procedures ([www.dss.cahwnet.gov/getinfo/policypro.html](http://www.dss.cahwnet.gov/getinfo/policypro.html))
- California Health and Welfare Agency ([www.hwdc.cahwnet.gov](http://www.hwdc.cahwnet.gov))
- California State Council on Developmental Disabilities ([www.scdd.ca.gov](http://www.scdd.ca.gov))
- California State Regulations ([www.oal.ca.gov](http://www.oal.ca.gov))
- State of California ([www.ca.gov](http://www.ca.gov))