

California Office Patients' Rights (COPR)

Patients' Rights Advocacy Directory

COPR Web page: www.disabilityrightsca.org/about/OPR.htm

COPR Info Request E-mail: COPR@disabilityrightsca.org

Winter 2008

ANY TIME YOU HAVE additions, deletions, and/or corrections to this list, PLEASE E-MAIL
GRISELDA ALVAREZ at Griselda.Alvarez@disabilityrightsca.org OR CALL at (916) 283-8195

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To order DMH **LPS** handbooks and **LPS** Posters, please contact:

Christopher Holmes, Office of Human Rights- Office Professional
Department of Mental Health

Office of Human Rights

1600 9th Street, Rm 153

Sacramento, CA 95814

Telephone: (916) 654-2327

Fax: (916) 653-7212

With each request, please specify **LPS POSTERS OR HANDBOOKS**, include your name, title, organization making the request, number of posters or books, language (for posters), and mailing address.

You can also download the posters and handbooks from DMH's website. Here is the link:

http://www.dmh.ca.gov/Services_and_Programs/Quality_Oversight/Patients_Rights.asp

OPR Web page: www.disabilityrightsca.org/about/OPR.htm

COPR Info Request E-mail: COPR@disabilityrightsca.org

CALIFORNIA OFFICE OF PATIENTS' RIGHTS (COPR)

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COALINGA STATE HOSPITAL

Daniel Wagoner, Interim PRA I
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Coalinga, CA 93210-5000

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Warren.Rogers@disabilityrightsca.org

Pam Ahlin, Executive Director
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METROPOLITAN STATE HOSPITAL

Manuel L. Campos, Patients' Rights Advocate
Maria Garcia, Assistant PRA
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Norwalk, CA 90650

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FAX: (562) 868-0933

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Maria.Garcia@disabilityrightsca.org

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Susan Kessler, PRA
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Michael Hansen, Supervising Advocate Specialist
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Kelli.Hagstrom@disabilityrightsca.org
Michael.Hansen@disabilityrightsca.org

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PHN: (707) 253-5000
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PATTON STATE HOSPITAL

Priscilla Torres – Interim PRA I
Paula McCord, Supervising Specialist Advocate
3102 E. Highland Avenue
Patton, CA 92369

PHN: (909) 425-6097 (MAIN)
PHN: (909) 425-6098 (Patient Line)
PHN: (909) 425-6099 (PRA)
PHN: (909) 425-6090 (SAS)
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TITLE IX & ADVOCACY PROGRAMS

Alameda County

Francesca Tenenbaum, Director
Patients' Rights Advocates:
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Patients' Rights Advocacy Coordinator: Hazel King
Patients' Rights Advocacy Program
954-60th street ste. 10
Oakland, CA 94608
PHN: (510) 835-2505 Toll Free 800-734-2504 (LOCAL ONLY) ****
FAX: (510) 835-1062

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MENTAL HEALTH DEPARTMENT INFO.
Marye L. Thomas, MD, Mental Health Director
Alameda County Behavioral Care Services
2000 Embarcadero Cove, Suite 400
Oakland, CA 94606
(510) 567-8100; Fax (510) 567-8180

County Crisis Intervention (24 hours)
1-800-491-9099

Alpine County

Patients' Rights Advocate
Enki Health & Research Systems
c/o Albert Urmer, President
150 East Olive Avenue, Suite 203
Burbank, CA 91502
PHN: (818) 973-4899
FAX: (818) 973-4888

EMAIL: ahu@ehrs.com

MENTAL HEALTH DEPARTMENT
Judy Molnar, Director of Mental Health Services
Alpine County Behavioral Health Services
75C Diamond Valley Road
Markleeville, CA 96120-9512
(530) 694-1816; Fax (530) 694-2387

County Crisis Intervention (24 hours)
TOLL FREE 800-486-2163

Amador County

~ Vacant ~

MENTAL HEALTH DEPARTMENT
George E. Sonsel, LCSW, Director
Amador County Mental Health
10877 Conductor Blvd.
Sutter Creek, CA 95685
(209) 223-6412; Fax (209) 223-0920
County Crisis Intervention (24 hours) (209) 223-2600

Berkeley City

Francesca Tenenbaum, Director
Patients' Rights Advocates:
Pamela Brown, Robert Farrow, Jennifer Irwin, Kausha King, Tawanna Lee, Erica Newman, Patrick Newman, Gwen Sharpless

Patients' Rights Advocacy

Coordinator: Hazel King
Patients' Rights Advocacy Program
1801 Adeline Street, Room 210
Oakland, CA 94607
PHN: (510) 835-2505 **
Toll Free 800-734-2504 (LOCAL ONLY)
FAX: (510) 835-1062

EMAIL: alacopra@hotmail.com

MENTAL HEALTH DEPARTMENT

Harvey Tureck, Mental Health Director
Berkeley City Mental Health
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Berkeley, CA 94704
(510) 981-5270; Fax (510) 981-5235

County Crisis Intervention (24 hours)
(510) 849-2212

Butte County

Julie Nelson, Patients' Rights Advocate
Butte County Dept. Behavioral Health
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Chico, CA 95926-2218
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Toll Free 1-800-497-1445
FAX: (530) 879-3806

EMAIL: jnelson@buttecounty.net

MENTAL HEALTH DEPARTMENT

Edward Walker, LCSW, Interim Director
Butte County Mental Health Dept.
107 Parmac Road, Suite 4
Chico, Ca 95926
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County Crisis Intervention (24 hours)
Toll Free (800) 891-2810

Calaveras

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Calaveras County Mental Health Dept.
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San Andreas, CA 95249
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FAX: (209) 754-6534
EMAIL: mstrng_ssn@yahoo.com

MENTAL HEALTH DEPARTMENT

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Calaveras County Mental Health Dept.
Government Center, Dept. 127
891 Mountain Ranch Road
San Andreas, CA 95249; (209) 754-6525;
Fax (209) 754-6534;
County Crisis Intervention (24 Hours)
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Colusa County

Charlette Lauppe, Patients' Rights Advocate
P.O. Box 212
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PHN: (530) 458-0530

MENTAL HEALTH DEPARTMENT

Curtis R. Boewer, MFTi, Director
Colusa County Mental Health
217 9th Street, Suite B
Colusa, CA 95932
(530) 458-0520; Fax (530) 458-7751

County Crisis Intervention (24 Hours)
(530) 458-0520
Toll Free 888-793-6580

Contra Costa County

Janet Marshall Wilson, Program Director
Patients Rights Advocates:
Bernadette Banks, Cheryl George,
Christine Lopez, Connie Steers, and
Jennifer Wilhelm

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1420 Willow Pass Road, Suite 120
Concord, CA 94520

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FAX: (925) 646-5787

EMAIL: Jwilson4@sbcglobal.net

MENTAL HEALTH DEPARTMENT

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Contra Costa County Mental Health
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Martinez, CA 94553
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Fax: (925) 957-5156

County Crisis Intervention (24-hours)
(925) 646-2800

| Del Norte | |
|---|---|
| <p>Michelle Clemann, Patients' Rights Advocate PHN: (707) 487-5305</p> <p>E-Mail: Michell.Clemann@delnorte.court.ca.gov</p> | <p><u>COUNTY MENTAL HEALTH DEPARTMENT</u> Gary Blatnick, Director Del Norte County Community Mental Health 206 Williams Drive Crescent City, CA 95531 PHN: (707) 464-7224; Fax: (707) 465-4272 County Crisis Intervention (24-hours) Toll Free (888) 446-4408</p> |
| El Dorado County | |
| <p>Prestine Skinner, Patients Rights Advocate El Dorado County Mental Health P.O. Box 1901 Diamond Springs, CA 95619-1901 PHN: (530) 621-6183 FAX: (530) 622-3278</p> <p>EMAIL: pskinner@co.el-dorado.ca.us</p> | <p><u>COUNTY MENTAL HEALTH DEPARTMENT</u> Neda West, Acting Director El Dorado County Mental Health 670 Placerville Drive, Suite 1B Placerville, CA 95667-3920 PHN: (530) 621-6200; Fax: (530) 622-3278</p> <p>County Crisis Intervention (24-hours) (530) 622-3345 – SLT Crisis (530) 544-2219</p> |
| Fresno County | |
| <p>Supervising PRA: <u>Stan Lum</u> Patients' Rights Advocates: Gloria Hernandez, Jim Guild Alliant University 5130 E. Clinton Way Fresno, CA 93727-2014 PHN: (559) 253-2238 FAX: (559) 253-2216</p> <p>EMAIL: slum@alliant.edu jguild@alliant.edu ghernandez@alliant.edu</p> | <p><u>COUNTY MENTAL HEALTH DEPARTMENT</u> Giang T. Ngyuen, RN, MSN, Mental Health Director 4441 E. Kings Canyon Road, Room 48B Fresno, CA 93702 PHN: (559) 253-9180; Fax: (559) 253-9144</p> <p>Crisis Intervention Line (24-hours) (559) 459-6304 or Toll Free 800-654-3937</p> |

| Glenn County | |
|--|--|
| <p> Marcy Torres 240 N. Villa Avenue Willows, CA 95988 PHN: (530) 865-6735 FAX: (530) 865-8793 EMAIL: mtorres@glenncountyhealth.net </p> | <p> <u>COUNTY MENTAL HEALTH DEPARTMENT</u> Scott Gruendl, Agency Director Vacant, Deputy Director of Behavioral Health Glenn County Mental Health 242 N. Villa Willows, CA 95988 Phone: (530) 934-6582 Fax: (530) 934-6592 County Crisis Intervention (24-hours) Toll Free (800) 507-3530 </p> |
| Humboldt County | |
| <p> Jim Snow, Patients' Rights Advocate Humboldt County Mental Health Services 720 Wood Street Eureka, CA 95501-4482 Patient Line: (707) 268-2995 Business: (707) 268-2843 FAX: (707) 476-4049 EMAIL: SNOWMAN8227@GMAIL.COM </p> | <p> <u>COUNTY MENTAL HEALTH DEPARTMENT</u> Karolyn Rim Stein, RN, Director Mental Health Branch 720 Wood Street Eureka, CA 95501 PHN: (707) 268-2990; Fax: (707) 476-4049 County Crisis Intervention (24-hours) (707) 445-7715 </p> |
| Imperial County | |
| <p> Gilda Adame, Patients' Rights Advocate Imperial County Behavioral Health 202 North 8th Street El Centro, CA 92243-2302 PHN: (760) 482-4002 FAX: (760) 352-7737 EMAIL: gildaadame@co.imperial.ca.us </p> | <p> <u>COUNTY MENTAL HEALTH DEPARTMENT</u> Michael Horn, MFT, Mental Health Director Dept. of Behavioral Health Services 202 N. 8th Street, El Centro, CA 92243 PHN: (760) 482-4000; Fax: (760) 352-0798 County Crisis Intervention (24-hours) 1-800-817-5292 or (760) 482-4504 </p> |
| Inyo County | |
| <p> <i>~ Vacant ~</i> County Of Inyo Mental Health Services 162 J Grove Street Bishop, CA 93514-2696 PHN: (760) 873-6533 FAX: (760) 873-3277 EMAIL: </p> | <p> <u>COUNTY MENTAL HEALTH DEPARTMENT</u> Gail Zwier, PhD, Mental Health Director Inyo County Mental Health 162 J Grove Street, Bishop, CA 93514 PHN: (760) 873-6533; Fax: (760) 873-3277 County Crisis Intervention (24-hours) (760) 873-6533 or toll free 800-841-5011 </p> |

Kern County

Patients' Rights Advocates:

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Mental Health Systems of Care
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(661) 868-6633
FAX: (661) 868-6666**

**EMAIL: Lflores@co.kern.ca.us
mkimmel@co.kern.ca.us**

COUNTY MENTAL HEALTH DEPARTMENT

Dr. Jim Waterman, Interim Director
Kern County Mental Health Services
3300 Truxtun Avenue, Suite 102
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Bakersfield, CA 93302
PHN: (661) 868-6600; Fax: (661) 868-6847

County Crisis Intervention (24-hours)
Toll Free 1-800-991-5272 or (661) 868-8000

Kings County

Suzanne Copeland, Patients' Rights Advocate

Kings County Behavioral Health
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450 Kings County Dr. Suite. 104
Hanford, CA 93230

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Toll Free Number 866-701-5464**

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COUNTY MENTAL HEALTH DEPARTMENT

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Fax: (559) 589-6169

County Crisis Intervention (24-hours)
(559) 582-4484

Lake County

Lillian Bond

Lake County Mental Health

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Lakeport, CA 95453

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Toll Free Client Line 1-888-334-3390

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COUNTY MENTAL HEALTH DEPARTMENT

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Lake County Dept. of Health Services
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or
(707) 263-1507
County Crisis Intervention (24-hours)
Toll Free (800) 900-2075

Lassen County

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Susanville, CA 96130-4302

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COUNTY MENTAL HEALTH DEPARTMENT

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County Crisis Intervention (24-hours):
Toll Free (888) 530-8688

Los Angeles County

Ellen Satkin, Director

Patients' Rights Advocates: Aaron Abelo, Pat Berger, Enrique De Jesus, Maureen Edwards Love, Jon Ericson, Maria Esquivel, Elena Extra, Ginger Fong, Royceanne Foster, Dorothy Frazier, Sylvia Guerrero, M.C. Harris, Jeff Kohn, Scott Langer, Barbara Leifer, Suzanne Lewis, Ellen McKinney, Bob Maloney, Jo Martinetti, Jessica Martinez, Deborah Miller, Joan Miller, Matthew Miller, Ronnie Nagata, Jacqueline Perez, Kathleen Piche, Jose Reyes, Jerry Sefiane, Rolinda Shaw, Ava Simms, Mona Sparks, Stephen Suggs, Alex Velazquez, Chris Wiegand

Patients' Rights Office

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Los Angeles, CA 90020-1991

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Los Angeles County Mental Health Department Information

Marvin J. Southard, DSW, Director

550 South Vermont, 12th Floor

Los Angeles, CA 90020

PHN: (213) 738-4601; FAX (213) 386-1297

Website: www.lacdmh.org

County Crisis Number 24 Hours:

Toll Free 800-854-7771

| Madera County | |
|---|---|
| <p>Carol Powroznik, Patients' Rights Advocate 117 N. "R" Street Madera, CA 93637 PHN: (559) 675-7926, ext 223 Toll Free 1-888-275-9779 FAX: (559) 661-2808</p> <p>EMAIL: cpowroznik@madera-county.com</p> | <p><u>County Mental Health Department</u> Janice Melton, LCSW, Mental Health Director Madera Behavioral Health Services P.O. Box 1288 Madera, CA 93638-1288</p> <p>PHN: (559) 675-7926; Fax: (559) 675-4999</p> <p>County Crisis Intervention (24-hours) (559) 673-3508 or toll free (888) 275-9779</p> |
| Marin County | |
| <p>Bill Rehfield, Patients' Rights Advocate Community Action Marin 29 Mary Street San Rafael, CA 94901 PHN: (415) 456-7693; FAX: (415) 457-9677</p> <p>EMAIL: brehfield@camarin.org</p> | <p><u>COUNTY MENTAL HEALTH DEPARTMENT</u> Bruce Gurganus, MFT, Mental Health Director Marin County Community Mental Health Services 20 N. San Pedro, Suite 2028 San Rafael, CA 94903 Phn: (415) 499-6769; Fax: (415) 499-3791</p> <p>County Crisis Intervention (24-hours) (415) 499-6666</p> |
| Mariposa County | |
| <p>~ Vacant ~</p> <p>PHN: FAX: EMAIL:</p> | <p><u>COUNTY MENTAL HEALTH DEPARTMENT</u> James A. Rydingsword, Mental Health Director Mariposa County Dept. of Human Services P.O. Box 99 Mariposa, CA 95338 PHN: (209) 966-2000; Fax: (209) 966-2486</p> <p>County Crisis Intervention (24-hours) (209) 966-2000 or toll (800) 549-6741</p> |

Mendocino County

Laurel Bless, Patients' Rights Advocate
Mendocino County Mental Health
860 North Bush Street
Ukiah, CA 95482-3998
PHN: (707) 463-4614
FAX: (707) 463-5443

COUNTY MENTAL HEALTH DEPARTMENT
Mary Elliot, Interim Mental Health Director
Mendocino County Mental Health
860 North Bush
Ukiah, CA 95482
PHN: (707) 463-4480; Fax: (707) 463-5443

EMAIL: Bleessl@co.mendocino.ca.us

County Crisis Intervention (24-hours) (707)
463-4396 or toll free (800) 555-5906

Merced County

Merle Charles, Patients' Rights Advocate
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Merced, CA 95340-0839
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Toll Free 1-800-736-5809**
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COUNTY MENTAL HEALTH DEPARTMENT
Troy Dean Fox, Interim Director
Merced County Mental Health
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Merced, CA 95348
PHN: (209) 381-6813; FAX: (209) 725-3676

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County Crisis Intervention (24 Hours)
(209) 381-6800 or toll free (888) 334-0163

Modoc County

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Advocate
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COUNTY MENTAL HEALTH DEPARTMENT
Karen Stockton, Ph.D., MSW, Director of
Mental Health Services
Modoc County Mental Health Services
441 North Main Street
Alturas, CA 96101
PHN: (530) 233-6312
Fax: (530) 233-5311

County Crisis Intervention
Toll Free (800) 699-4880

Mono County

Rita Sherman, Patients' Rights Advocate
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COUNTY MENTAL DEPARTMENT
Ann Gimpel, Ph.D, Mental Health Director
Mono County Mental Health Services
P.O. Box 2619

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924-1740; Fax: (760) 924-1741 –
County Crisis Intervention (24-hours)
Toll Free (800) 687-1101

Monterey County

David Vandenberg, Patients' Rights Advocate
Monterey County Health Department
Behavioral Health Division
1441 Constitution Blvd.
Bldg. 400 Suite # 201
Salinas, CA 93906-3198
PHN: (831) 796-1651
Toll Free 1-866-908-4375
FAX: (831) 796-2841

EMAIL:

vandenbergd@co.monterey.ca.us

COUNTY MENTAL HEALTH DEPARTMENT
Wayne Clark, PhD., Behavioral Health Director
Monterey County Mental Health Services
1270 Natividad Road, Room 200
Salinas, CA 93906-3198
PHN: (831) 755-4509; Fax: (831) 755-4980

Crisis Intervention (24-hours) (831) 755-4111
Page "Crisis Team"

Napa County

Brenda Crawford, Interim Executive Director
Janet Marshall Wilson, Program Director
Patients' Rights Advocates: Cheryl George & Jennifer Wilhelm
Mental Health Consumer Concerns
1420 Willow Pass Road, Suite 120
Concord, CA 94520-5223
PHN: (925) 646-5788
FAX: (925) 646-5787

EMAIL:

COUNTY MENTAL HEALTH DEPARTMENT
Jaye Vanderhurst, Mental Health Director
Napa County Mental Health & Human Services Agency
2261 Elm Street
Napa, CA 94559-3721
PHN: (707) 253-4279; Fax: (707) 253-6172

County Crisis Intervention (24-hours)
(707) 253-4711

Nevada County

Bill Ryan-Connelly, Patients' Rights Advocate
Nevada County Behavioral Health
500 Crown Point Circle, Ste 120
Grass Valley, CA 95945
PHN: (530) 470-2722
FAX: (530) 470-2459

E-MAIL: william.ryan-connelly@co.nevada.ca.us

COUNTY MENTAL HEALTH DEPARTMENT
Michael Heggarty, MFT, Mental Health Director
Nevada County Mental Health
500 Crown Point Circle, Ste 120
Grass Valley, CA 95945
PHN: (530) 265-1437; FAX (530) 271-0257

County Crisis Intervention (24Hours)
(530) 265-5811

| Orange County | |
|---|--|
| <p>Patients' Rights Coordinator: Barbara Rocha, LCSW</p> <p>Patients' Rights Advocates: Myra Kanter, Jim Marquez, Michael Merryman, Patti Yamamoto</p> <p><u>Office Support:</u> Melody Marler & Trang Thai</p> <p>Health Care Agency/Behavioral Health Services 405 W. Fifth Street, Suite 477 Santa Ana, CA 92701-4524 Business Line: (714) 834-2112 Client Line (714) 834-5647** Toll Free (800) 668-4240 FAX: (714) 834-5576</p> | <p>EMAIL: brocha@ochca.com mkanter@ochca.com mmarler@ochca.com jmarquez@ochca.com mmerryman@ochca.com pyamamoto@ochca.com</p> <hr/> <p>COUNTY MENTAL HEALTH DEPARTMENT Mark A. Refowitz, Director Orange County Mental Health 405 W. 5th Street, 7th floor, Santa Ana, CA 92701 PHN: (714) 834-6023; FAX: (714) 834-5506</p> <p>County Crisis Intervention (24hours) (714) 834-6900</p> |
| Placer County | |
| <p>Linda Helling, Patients' Rights Advocate County of Placer 11716 Enterprise Drive Auburn, CA 95603 PHN: (530) 886-5419 FAX: (530) 886-5499</p> <p>EMAIL: lhelling@placer.ca.gov</p> | <p>COUNTY MENTAL DEPARTMENT Maureen Bauman, LCSW, Director Placer County Health and Human Services 11512 B Avenue, DeWitt Center Auburn, CA 95603 PHN: (530) 889-7240; FAX: (530) 889-7275</p> <p>County Crisis Intervention (24Hours) (916) 787-8860 or toll free (888) 886-5401</p> |
| Plumas County | |
| <p>Henry J. Eisenman, Patients' Rights Advocate 2214 Chandler Road Quincy, CA 95971-9668 PHN: (530) 283-0782</p> <p>EMAIL: hje@jps.net</p> | <p>COUNTY MENTAL HEALTH DEPARTMENT John Sebold, LCSW, Mental Health Director Plumas County Mental Health 270 County Hospital Lane, Suite 109 Quincy, CA 95971 PHN: (530) 283-6307 OR 1-800-757-7898; FAX: (530) 283-2325</p> <p>County Crisis Intervention (24 hours) (530) 283-6307 or toll free (800) 757-7898</p> |

Riverside County

Theresa R. Galvez, Chief
Patients' Rights Advocates: Veronica Cordova, Ann Marie Lo, Veronica Menchaca, Sylvia Prior, Stacie Schehl
Department of Mental Health Patients' Rights Program
P.O. Box 7549 (mailing address)
Riverside, CA 925137549

PHN: (951) 358-4600**
TOLL FREE: (800) 350-0519 (local only)**
FAX: (951) 358-4581

EMAIL: tgalvez@co.riverside.ca.us
Cordova_V@co.riverside.ca.us
AMLO@co.riverside.ca.us
vmenchac@co.riverside.ca.us
svprior@co.riverside.ca.us
scheh_sl@co.riverside.ca.us

COUNTY MENTAL HEALTH DEPARTMENT
Jerry A. Wengerd, Mental Health Director
Riverside County Mental Health
P.O. Box 7549
4095 County Circle Drive
Riverside, CA 92503-7549
PHN: (951) 358-4501; FAX: (951) 358-4513

County Crisis Intervention (24 hours)
Toll Free (800) 706-7500

Sacramento and Yolo Counties

Meghan Stanton, Executive Director
Karen Cameron, Program Director
Patients' Rights Advocates: Marsha Ballard, George Galas, Bryn McFarland, Bill Waters
Office of Patients' Rights
3815 Marconi Avenue, #1
Sacramento, CA 95821
PHN: (916) 485-4175; FAX (916) 480-2244
Yolo County Toll Free 1-877-965-6772

EMAIL:
mstanton@consumersselfhelp.org
kcameron@consumersselfhelp.org
mballard@consumersselfhelp.org
ggalas@consumersselfhelp.org
bmcfarland@consumersselfhelp.org
bwaters@consumersselfhelp.org

COUNTY MENTAL HEALTH DEPARTMENT
Leland Tom, Director, Mental Health Services
Sacramento County Health & Human Services Department
7001 – A East Parkway, Suite 400
Sacramento, CA 95823
PHN: (916) 875-7070 Fax: (916) 875-6970
County Crisis Intervention (24 hours) (916) 732-3637 or Toll Free (888) 881-4881

YOLO COUNTY MENTAL HEALTH DEPT.
Edmond Smith, Interim Director
Yolo County Dept. Of Alcohol Drug & Mental Health
137 North Cottonwood, Suite 2500
Woodland, CA 95695
PHN: (530) 666-2516; FAX: (530) 666-8294
County Crisis Intervention (24 hours)
Toll Free (888) 965-6647

San Benito County

Kathleen Johnson, Executive Director
George Carvalho, Patients' Rights
Advocate

Advocacy Inc.

525 Laurel Street, Suite 140

Santa Cruz, CA 95060

PHN: (831) 636-1638 (local only)

Or (831) 429-1913

FAX: (831) 429-9102

EMAIL: patientrights@baymoon.com

COUNTY MENTAL HEALTH DEPARTMENT

Alan Yamamoto, LCSW, Mental Health
Director

San Benito County Mental Health

1131 San Felipe Road

Hollister, CA 95023

PHN: (831) 636-4020; FAX: (831) 636-4025

County Crisis Intervention (24Hours)

(831) 636-4020 or toll free (888) 636-4020

San Bernardino County

Chief Patients' Rights Advocate: Kim
Rosa

Patients' Rights Advocates: Bill Dodge,
Brandon Hammerschlag, Sally Mitchell
Peer & Family Advocate for Patients'

Rights: Yvonne Love

San Bernardino County Patients' Rights Office

850 W. Foothill Blvd. #E-139

Rialto, CA 92376

PHN: (909) 421-4657

Toll Free 1-800-440-2391 (MAIN #)

FAX: (909) 421-9258

EMAIL: bdodge@dbh.sbcounty.gov
Bhammerschlag@dbh.sbcounty.gov
smitchell@dbh.sbcounty.gov
krosa@dbh.sbcounty.gov
ylove@dbh.sbcounty.gov

COUNTY MENTAL HEALTH DEPARTMENT

Allen Rawland, Director

San Bernardino County Dept. of Mental
Health

268 West Hospitality Lane, Suite 400

San Bernardino, CA 92415-0026

PHN: (909)382-3133; Fax: (909) 382-3105

County Crisis Intervention (24-hours)

Toll Free (888) 743-1478

San Diego County (acute inpatient)

Adele Lynch, Director

Mike Phillips, Staff Attorney

Patients' Rights Advocates: Lee

Laurence, Jessica Pierson, Melissa Lang

Lytle, Khadija Muse

USD Patient Advocacy Program

5998 Alcalá Park

San Diego, CA 922110

EMAIL:

lynch@SanDiego.edu
williamp@sandiego.edu
llarry@SanDiego.edu
jcastro@sandiego.edu
kmuse@sandiego.edu
melissa8@sandiego.edu

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| <p>PHN: (619) 260-7660 Toll Free 1-800-479-2233 FAX: (619) 260-7680</p> | <p><u>COUNTY MENTAL HEALTH DEPARTMENT</u> Alfredo Aguirre, LCSW, Director Adult and Older Adult Mental Health Services San Diego County Mental Health Dept. 3255 Camino Del Rio South San Diego, CA 92108 Phone: (619) 536-2700; FAX: (619) 563-2775</p> <p>County Crisis Intervention (24 hours) Toll Free (800) 479-3339</p> |
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San Diego County (acute inpatient) Starting January 1, 2009

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| <p>Barbara Wohlander, LCSW Director, Clinical Services Jewish Family Service <i>One Source for a Lifetime of Help</i> Main Office: 858-637-3010 Direct Office: 858-637-3248 Fax: 858-637-3011</p> | <p><u>COUNTY MENTAL HEALTH DEPARTMENT</u> Alfredo Aguirre, LCSW, Director Adult and Older Adult Mental Health Services San Diego County Mental Health Dept. 3255 Camino Del Rio South San Diego, CA 92108 Phone: (619) 536-2700; FAX: (619) 563-2775</p> <p>County Crisis Intervention (24 hours) Toll Free (800) 479-3339</p> |
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San Diego County (outpatient long term care)

| | |
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| <p>Gregory Knoll, Executive Director Barbara Fisher, Physical Health Program Manager Carol Neidenberg, Mental Health Program Manager Vicky Betancourt, Administrative Assistant <u>Senior Consumer Advocates:</u> Cindy Lee <u>Consumer Advocates:</u> Cynthia Archuleta, Paula Barron-Ruiz, Thuy Line, Mary Ellen Morris, Mary Jo O'Brien, Sandra Ortega, Rafael Palacios, Jacqueline Quintanilla, Aquesha Watson, Clarisa Palomino Consumer Center For Health Education & Advocacy 1475 6th Avenue, 4th Floor</p> | <p>EMAIL Addresses:</p> <p>Cynthia Archuleta - CynthiaA@cchea.org Vicky Betancourt - VickyB@cchea.org Paula Barron-Ruiz - PaulaB@cchea.org Barbara Fisher - BarbaraF@cchea.org Cynthia Johnson - CynthiaJ@cchea.org Gregory Knoll - GregoryK@cchea.org Cindy Lee - CindyL@cchea.org Thuy Line - ThuyL@cchea.org Mary Ellen Morris - MaryM@cchea.org Carol Neidenberg - CarolN@cchea.org Mary Jo O'Brien - MaryO@cchea.org Sandra Ortega - SandraO@cchea.org Rafael Palacios - RafaelP@cchea.org Clarisa Palomino - ClarisaP@cchea.org Jacqueline Quintanilla Jacquelineq@cchea.org Aquesha Watson - AqueshaW@cchea.org</p> |
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|--|--|
| <p>San Diego, CA 92101-3245</p> <p>PHN: (619) 744-0935 Toll Free 1-877-734-3258 FAX: (619) 744-0936</p> | <p><u>COUNTY MENTAL HEALTH DEPARTMENT</u> Alfredo Aguirre, LCSW, Acting Director Adult & Older Adult Mental Health Services San Diego County Mental Health Dept. 3255 Camino Del Rio South San Diego, CA 92108 Phone: (619) 515-6555; FAX: (619) 515-6556 County Crisis Intervention (24 hours) Toll Free (800) 479-3339</p> |
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San Francisco County

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|--|--|
| <p>Patients' Rights Advocates: Tara Caffrey, Sheryl Abbeduto, Fancher Larson, Sr. Advocate, Jim McWilliams Program Coordinator: Robert Marquez San Francisco Mental Health Clients' Rights Advocates 1095 Market Street, Room 618 San Francisco, CA 94103-1629</p> <p>PHN: (415) 552-8100 **Toll Free 800-729-7727** FAX: (415) 552-8109</p> | <p>EMAIL: tcaffrey@sonic.net flarson@sonic.net rmarquez@sonic.net sheryla@sonic.net JMcWilliams@sonic.net</p> <p><u>COUNTY MENTAL HEALTH DEPARTMENT</u> Robert Paul Cabaj, MD, Mental Health Director San Francisco Community Behavioral Health Services 1380 Howard Street, 5th Floor San Francisco, CA 94103 PHN: (415) 255-3401; FAX: (415) 255-3015</p> <p>County Crisis Intervention (24 hours) (415) 781-0500</p> |
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San Joaquin County

| | |
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| <p>Rex Buethe, Patients' Rights Advocate San Joaquin Mental Health Dept. 1212 North California Street Stockton, CA 95203-1594 PHN: (209) 468-8676 FAX (209) 468-2399</p> | <p><u>COUNTY MENTAL HEALTH DEPARTMENT</u> Victor Singh, Behavioral Health Services Director San Joaquin County Mental Health Dept. 1212 North California Street Stockton, CA 95202 PHN: (209) 468-8700; FAX: (209) 468-2399</p> <p>County Crisis Intervention (24 hours) (209) 468-8686</p> |
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| San Luis Obispo | |
|--|---|
| <p>Gerald Clare, Patients' Rights Advocate Nanci Ruiz, Patients' Rights Advocate San Luis Obispo County Mental Health Dept. 2178 Johnson Avenue San Luis Obispo, CA 93408-3070</p> <p>PHN: (805) 781-4738 FAX: (805) 781-1232</p> <p>EMAIL: gclare@co.slo.ca.us</p> | <p><u>COUNTY MENTAL HEALTH DEPARTMENT</u> Karen Baylor, PhD, MFT, Behavioral Health Administrator 2178 Johnson Avenue San Luis Obispo, CA 93401-4535 PHN: (805) 781-4719; FAX: (805) 781-1273</p> <p>County Crisis Intervention (24 hours) (805) 781-4700</p> |
| San Mateo County | |
| <p>Francesca Tenenbaum, Director Patients' Rights Advocates: Cary Chung, Harold Garcia-Shelton, Marshall Gonzalo, San Mateo County Office of Patients' Rights 3080 La Selva, Room 208 San Mateo, CA 94403-2147 PHN: (650) 341-1889 **Toll Free 800-497-1889**; FAX: (650) 341-7876</p> <p>EMAIL: smateopra@hotmail.com</p> | <p><u>COUNTY MENTAL HEALTH DEPARTMENT</u> Louise Rogers, MPA, Director San Mateo County Mental Health 225 West 37th Avenue San Mateo, CA 94403 PHN: (650) 573-2541 FAX: (650) 573-2841</p> <p>County Crisis Intervention (24 hours) (650) 573-2662</p> |
| Santa Barbara | |
| <p>Kay Kizer-Waldo, Patients' Rights Advocate Santa Barbara County Alcohol, Drug & Mental Health Services 315 Camino Del Remedio Santa Barbara, CA 93110-1332 PHN: (805) 681-4735 FAX: (805) 681-5224</p> <p>EMAIL: Kjeffer@co.santa-barbara.ca.us</p> | <p><u>COUNTY MENTAL HEALTH DEPARTMENT</u> Ann Detrick, Director Santa Barbara County Alcohol, Drug & Mental Health Services 300 North San Antonio Rd., Bldg. 3 Santa Barbara, CA 93110 PHN: (805) 681-5233; FAX: (805) 681-5262</p> <p>County Crisis Intervention (24 hours) Toll Free (888) 868-1643</p> |

Santa Clara County

Alison Brunnner, Interim Directing Attorney

Supervising Attorney: Craig Acorn
Staff Attorneys: Anne Hadreas, Katie Dunn

Patients' Rights Advocates: Jim Raphael, Trisha Luciano & Blythe Argenbright

Mental Health Advocacy Project

111 W. St. John Street, Suite 315
San Jose, CA 95113-1104

Client: (408) 294-9730

Toll Free 800-248-6427

FAX: (408) 350-1158

EMAIL: Alisonb@lawfoundation.org
craigal@lawfoundation.org
anneh@lawfoundation.org
jimr@lawfoundation.org
blythea@lawfoundtion.org
trisshl@lawfoundation.org
Katied@lawfoundation.org

COUNTY MENTAL HEALTH DEPARTMENT

Nancy Pena, Mental Health Director
Santa Clara County Mental Health Department
828 South Bascom Avenue, Suite 200
San Jose, CA 95128
Phone: (408) 885-5770
FAX: (408) 885-5788

County Mental Health Call Center (24 Hour)
(800) 704-0900
(408) 279-3312 – Suicide Prevention

Santa Cruz County

Kathleen Johnson, Executive Director
George Carvalho, Patients' Rights Advocate

Davi Schill, Patients' Rights Advocate
Advocacy Inc.

525 Laurel Street, #140
Santa Cruz, CA 95060

PHN: (831) 429-1913

FAX: (831) 429-9102

EMAIL: patientrights@baymoon.com

COUNTY MENTAL HEALTH DEPARTMENT

Leslie Tremaine, Ed.D., Director
Santa Cruz County Mental Health
1400 Emeline Avenue
Santa Cruz, CA 95060
PHN: (831) 454-4170 or (831) 454-4767;
FAX: (831) 454-4663

County Crisis Intervention (24Hours)
Toll Free (800) 952-2335

Shasta County

Jill Ward
Patients' Rights Advocacy
2640 Breslauer Way
Redding, CA 96001
PHN: (530) 225-5506
FAX: (530) 225-5977

EMAIL: jward@co.shasta.ca.us

COUNTY MENTAL HEALTH DEPARTMENT
Mark Montgomery, Mental Health Director
Shasta County Mental Health Services
P.O. Box 496048
Redding, CA 96049
PHN: (530) 225-5200
FAX: (530) 225-5977

County Crisis Intervention (24hours)
(530) 225-5200
Toll Free (888) 385-5201

Sierra County

Pete Villareal, Patients' Rights Advocate
P.O. Box 67, (Probation Dept. Sierra
County Courthouse, Room 15.)
Downieville, CA 96118-0067
PHN: (530) 289-3277
FAX: (530)289-3318
EMAIL: petev@sierracounty.ws

COUNTY MENTAL HEALTH DEPARTMENT
Carol Roberts, Ph.D., Director
Sierra County Mental Health
704 Mill Street/P.O. Box 265
Loyalton, CA 96118
PHN: (530) 993-6746; Fax: (530) 993-6741

County Crisis Intervention(24 hour)
Toll Free (877) 435-7137

Siskiyou County

Richard DuPertuis, PRA
2060 Campus Drive
Yreka, CA 96097
PHN: (530) 841-4730
FAX: (530) 841-4712

E-MAIL: rdupertuis@co.siskiyou.ca.us

COUNTY MENTAL HEALTH DEPARTMENT
Lauri A. Hunner, LCSW, Interim Director
Siskiyou County Mental Health
2060 Campus Drive
Yreka, CA 96097
PHN: (530) 841-4100; Fax: (530) 842-4712

County Crisis Intervention (24 Hour)
Toll Free (800) 842-8979

Solano County

Judi Mills, PRA
Christina Hangman, PRA
275 Beck Avenue, MS 5-250
Fairfield, CA 94533
PHN: (707) 784-8377 (Judi)
PHN: (707) 784-8327 (Christina)
FAX: (707) 421-6619

EMAIL:
Judi Mills
jemills@solanocounty.com
Chris Hangman :
cehangman@solanocounty.com
William Keeler:
wakeeler@solanocounty.com

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|---|---|
| <p>William Keeler, MH Program Coordinator 275 Beck Avenue, MS 2017 Fairfield, CA 94533 PHN: (707) 784-8332 FAX: (707) 421-661</p> | <p>WEB Page: www.solanocounty.com</p> <p><u>COUNTY MENTAL HEALTH DEPARTMENT</u> Michael Opredek, Deputy Director Solano County Mental Health 275 Beck Avenue, MS 5-250 Fairfield, CA 94533 PHN: (707) 784-8320; Fax: (707) 421-6619</p> <p>County Crisis Intervention Toll Free (800) 547-0495</p> |
| Sonoma County | |
| <p>Hank Hallowell, Patients' Rights Advocate Sonoma County Mental Health 3322 Chanate Road Santa Rosa, CA 95404-1799 PHN: (707) 565-4978; FAX: (707) 565-4892</p> <p>EMAIL: hhallowe@sonoma-county.org</p> | <p><u>COUNTY MENTAL HEALTH DEPARTMENT</u> Arthur Ewart, Acting Mental health Director Sonoma County Mental Health 3322 Chanate Road Santa Rosa, CA 95404-1795 PHN: (707) 565-4854 Fax: (707) 565-4892</p> <p>County Crisis Intervention (24 hours) Toll Free (800) 576--8181</p> |
| Stanislaus County | |
| <p>Teresa Alvarez, Patients' Rights Advocate Robyn Grayson, Patients' Rights Advocate Office of Patients' Rights Stanislaus County Behavioral Health & Recovery Services 800 Scenic Drive Modesto, CA 95350-6131 PHN: (209) 525-7423 **Toll Free 1-800-334-0352** FAX: (209) 525-6042</p> <p>EMAIL: TALVAREZ.MHD.DMH@mail.co.stanislaus.ca.us GRAYSONR.MHD.DMH@mail.co.stanislaus.ca.us</p> | <p><u>COUNTY MENTAL HEALTH DEPARTMENT</u> Denise Hunt, LCSW, Director Stanislaus County Behavioral Health & Recovery Services 800 Scenic Drive Modesto, CA 95350 PHN: (209) 525-6225; Fax: (209) 558-8233</p> <p>County Crisis Intervention (24 hours) (209) 558-4600</p> |

Sutter & Yuba Counties

Linda van Oosterhout, Patients' Rights Advocate

Christine Leonard, Patients' Rights Advocate

Sutter/Yuba Counties Mental Health

P.O. Box 1694

Yuba City, CA 95992

PHN: (530) 632-3202

FAX: (530) 674-8636

EMAIL: lindavano@sbcglobal.net

COUNTY MENTAL HEALTH DEPARTMENT

Tom Sherry, MFT, Mental Health Director

Sutter-/Yuba counties Mental Health

1966 Live Oak Blvd./P.O. Box 1520

Yuba City, CA 95991

PHN: (530) 822-7200; Fax: (530) 741-7108

County Crisis Intervention (24 hours)

(530) 673-8255 or toll free (888) 923-3800

Tehama County

Patricia Kenyon, Patients' Rights Advocate

Lita Olberg, Patients' Rights Advocate

Tehama County Health Agency

PHN: (530) 527-5007

FAX: (530) 527-0232

COUNTY MENTAL HEALTH DEPARTMENT

Ann Houghtby, MFT, Mental Health Director

Tehama County Mental Health Agency

P.O. Box 400

Red Bluff, CA 96080

PHN: (530) 527-5631

Fax: (530) 527-0232

County Crisis Intervention (24-hours)

(530) 527-5637

Trinity County

Joyce Ott, Patients' Rights Advocate

P.O. Box 10

Junction City, CA 96048-0010

PHN: (530) 623-3997 or 623-1362

FAX: (530) 623-3997

EMAIL: joyceott123@yahoo.com

COUNTY MENTAL HEALTH DEPARTMENT

Nancy Antoon, LCSW, Mental Health

Director

Trinity County Behavioral Health Services

1450 Main Street P.O. Box 1640

Weaverville, CA 96093

PHN: (530) 623-8293; Fax: (530) 623-1447

County Crisis Intervention (24-hours) (530)

623-5708 or Toll Free (888) 624-5820

Tulare County

Dennis Wall, Patients' Rights Advocate
Susan Nickey, Patients' Rights Advocate
5957 South Mooney Boulevard
Visalia, CA 93277-9394

PHN: (559) 737-4660 ext. 2441- Direct line

PHN: 1-800-905-5597- Clients' Line

FAX: (559) 737-4572

EMAIL: dwall@tularehhsa.org
SNickey@tularehhsa.org

COUNTY MENTAL HEALTH DEPARTMENT

Cheryl L. Duerksen, Ph.D., Mental Health Director

Tulare County Health & Human Services Agency

5957 S. Mooney Blvd.

Visalia, CA 93277

PHN: (559) 737-4660; Fax: (559) 737-4572

County Crisis Intervention (24-hours)(559) 733-6877 or toll free (800) 320-1616

Tuolumne County

Gracelynn Evans, MSW, PRA
Tuolumne County Behavioral Health Department

2 South Green Street

Sonora, CA 95370-5297

PHN: (209) 533-6245

Voice Mail (209) 533-6253; FAX: (209) 588-9563

EMAIL: gevans@mlode.com

COUNTY MENTAL HEALTH DEPARTMENT

Beatrice W. Readell, LCSW, Mental Health Director

Tuolumne County Behavioral Health Department

2 South Green Street

Sonora, CA 95370

PHN: (209) 533-6245; FAX: (209) 588-9563

County Crisis Intervention (24 hour) (209) 588-9528 or toll free (800) 273-8255

Ventura County

Tina Coates, Attorney at Law
Client Advocate

Ventura County Behavioral Health

4758 Telegraph Road

Ventura, CA 93003-1699

PHN: (805) 477-5797

FAX: (805) 644-4796

EMAIL: Tina.Coates@ventura.org

COUNTY MENTAL HEALTH DEPARTMENT

Meloney Roye, LCSW, Acting Director

Michael Ferguson, MD, Behavioral Health Medical Director

Ventura County Behavioral Health Department

1911 Williams Drive, Suite 200

Ventura, CA 93036

PHN: (805) 891-6830; Fax: (805) 981-2112

County Crisis Intervention (24 hours)
Toll Free (800) 671-0887

Yolo and Sacramento Counties

Meghan Stanton, Executive Director
Karen Cameron, Program Director
Patients' Rights Advocates: Marsha
Ballard, George Galas, Bryn McFarland,
Bill Waters

Office of Patients' Rights

3815 Marconi Avenue, #1
Sacramento, CA 95821

PHN: (916) 485-4175; FAX (916) 480-2244

Toll Free 1-877-965-6772 (Yolo County only)

EMAIL:

mstanton@consumersselfhelp.org
kcameron@consumersselfhelp.org
mballard@consumersselfhelp.org
ggalas@consumersselfhelp.org
bmcfarland@consumersselfhelp.org
bwaters@consumersselfhelp.org

COUNTY MENTAL HEALTH DEPARTMENT

Kim Suderman, Director
Yolo County Mental Health
137 North Cottonwood Street, Suite 2500
Woodland, CA 95695
PHN: (530) 666-8516; Fax: (530) 666-8294;
County Crisis Intervention (24-hours)
Toll Free (888) 965-6647

COUNTY MENTAL HEALTH DEPARTMENT

Leland Tom, Director, Mental Health Services
Sacramento County Health & Human
Services Department
7001 – A East Parkway, Suite 400
Sacramento, CA 95823
PHN: (916) 875-7070 Fax: (916) 875-6970

County Crisis Intervention (24 hours) (916)
732-3637 or Toll Free (888) 881-4881

Yuba and Sutter Counties

Linda van Oosterhout, Patients' Rights
Advocate
Christine Leonard, Patients' Rights
Advocate

Sutter/Yuba Counties Mental Health

P.O. Box 1694
Yuba City, CA 95992

PHN: (530) 632-3202

FAX: (530) 674-8636

EMAIL: lindavano@sbcglobal.net

COUNTY MENTAL HEALTH DEPARTMENT

Tom Sherry, MFT, Mental Health Director
Sutter-/Yuba counties Mental Health
1966 Live Oak Blvd./P.O. Box 1520
Yuba City, CA 95991
PHN: (530) 822-7200; Fax: (530) 741-7108

County Crisis Intervention (24 hours) (530)
673-8255 or toll free (888) 923-3800

OTHER ADVOCACY PROGRAMS

CALIFORNIA ASSOCIATION OF MENTAL HEALTH PATIENTS' RIGHTS ADVOCATES (CAMHPRA)

Jim Raphael, CAMHPRA President
Mental Health Advocacy Project
111 West St. John St., Suite 315
San Jose, CA 95113

PHN: (408) 280-2422; FAX (408) 350-1158

CALIFORNIA NETWORK OF MENTAL HEALTH CLIENTS (CNMHC)

Laurel Mildred, Executive Director
California Network of Mental Health Clients
2012 – 19th Street, Suite 100
Sacramento, CA 95818

PHN: (916) 443-3232; Fax: (916) 443-4089

CALIFORNIA PLANNING COUNCIL

Ann Arneill, Executive Director
Walter Shwe, Chairperson
1600 Ninth Street, # 100
Sacramento, CA 95814

PHN: (916) 445-1198; Fax: (916) 445-1577

California National Alliance for the Mentally Ill (NAMI) SACRAMENTO OFFICE

NAMI California
1010 Hurley Way, Ste 195
Sacramento, CA 95825

**PHN: (916) 567-0163
FAX: (916) 567-1757**

E-MAIL: support@namicalifornia.org

WEBSITE: namicalifornia.org

Disability Rights California TOLL FREE NUMBER 1-800-776-5746
This toll free number will direct you to the nearest Disability Rights California
office in your area.

Disability Rights California Web page: www.disabilityrightsca.org

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| <p>Disability Rights California</p> <p>SACRAMENTO</p> | <p>Catherine Blakemore, Executive Director Mental Health Staff: Jay Koslofsky, Managing Attorney Suzanna Gee, Associate Managing Attorney Sean Rashkis, Staff Attorney 100 Howe Avenue, Suite 235N. Sacramento, CA 95825-8202</p> <p>Legal Services.....916-488-9950 TTY.....800-719-5798 FAX.....916-488-9960</p> |
| <p>Disability Rights California</p> <p>SACRAMENTO (ADMIN OFFICE)</p> | <p>Catherine Blakemore, Executive Director 100 Howe Avenue, Suite 185N Sacramento, CA 95825-8202</p> <p>Phone.....916-488-9955 FAX.....916-488-2635 Job Hotline.....916-658-2659</p> |
| <p>PEER SELF ADVOCACY</p> <p>Disability Rights California</p> | <p>Peer Self Advocacy Staff 100 Howe Avenue, Suite 200N Sacramento, CA 95825</p> <p>Phone.....916-488-7787 FAX.....916-488-7717 TTY.....916-488-7715</p> |
| <p>Disability Rights California</p> <p>FRESNO</p> | <p>Fresno Regional Office Agnes Akabogu-Williams 567 W. Shaw, Suite C-3 Fresno, CA 93704</p> <p>Phone.....559-476-2000 FAX.....559-476-2001 TTY.....559-476-2002</p> |
| <p>LEGISLATION AND PUBLIC INFORMATION UNIT</p> <p>Disability Rights California</p> | <p>Margaret Jakobson, Advocacy Director 1029 J Street, Ste 150 Sacramento, CA 95814</p> <p>Phone.....916-497-0331 FAX.....916-497-0813 TTY.....916-497-0835</p> |

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| <p>Disability Rights California</p> <p>Oakland</p> | <p>Kim Swain, Managing Attorney Mental Health Staff: Daniel Brzovic, Associate Managing Attorney Pamela Cohen, Staff Attorney Maggie Roberts, Associate Managing Attorney 1330 Broadway, Suite 500 Oakland, CA 94612 Phone.....510-267-1200 Fax.....510-267-1201</p> |
| <p>Disability Rights California</p> <p>Los Angeles</p> | <p>Andrew Mudryk, Director of Litigation Mental Health Staff: Matt Fishler, Staff Attorney Keith Sakimura, Associate Managing Attorney, 3580 Wilshire Blvd., Suite 902 Los Angeles, CA 90010 Phone.....213-427-8747 Voicemail.....213-427-8757 Fax.....213-427-8767</p> |
| <p>Disability Rights California</p> <p>San Diego Office</p> | <p>Mental Health Staff: Ann Menasche, Staff Attorney 1111 Sixth Avenue, Suite 200 San Diego, CA 92101 Phone.....619-239-7861 FAX.....619-239-7906 TTY.....800-576-9269</p> |
| <p>OFFICE OF CLIENTS' RIGHTS ADVOCATES (OCRA) Disability Rights California</p> | <p>LISTING OF CLIENT'S RIGHTS ADOCATES ARE INCLUDED AS AN ATTACHMENT TO THIS DIRECTORY.</p> |
| | |

ADVOCACY RESOURCE**ACLU****1-800-572-1092****AMERICAN MEDICAL ASSOCIATION (AMA)**

535 North Dearborn

Chicago, IL 60610

PHN: (312) 464-5000; Fax: (312) 464-4184**BAZELON CENTER FOR MENTAL HEALTH LAW**1101 15th Street NW, Suite 1212

Washington, DC 20005-5002

PHN: (202) 467-5730**TDD (202) 467-4232****Fax (202) 223-0409****BUREAU OF MEDI-CAL FRAUD & ELDER ABUSE – OFFICE OF ATTORNEY GENERAL BUREAU OF MEDI-CAL FRAUD****Attn:** Patient Abuse Program

P.O. Box 944256

Sacramento, CA 95244-4256

PHN: (916) 324-2466 ** TOLL FREE 800-722-0432**FAX: (916) 327-5253****CALIFORNIA ASSOCIATION OF LPS HEARING OFFICERS (CALPSO)**

Jane Wesley

10351 15th Street

Modesto, CA

PHN: (209) 524-4494**CALIFORNIA DEPARTMENT OF AGING OFFICE OF THE STATE LONG-TERM CARE OMBUDSMAN**

1600 K Street

Sacramento, CA 95814

PHN: (916) 323-6681; Fax: (916) 323-7299**Toll Free 800-231-4024****CALIFORNIA DEPARTMENT OF HEALTH SERVICES LICENSING & CERTIFICATION- HEADQUARTERS**

1615 Capitol Avenue

P.O. Box 99734

Sacramento, CA 94234-7320

PHN: (916) 552-8700**TDD 800-236-9747**

CALIFORNIA DEPARTMENT OF MENTAL HEALTH

Stephen Mayberg, PH.D., Director

OFFICE OF HUMAN RIGHTS

Glenna Wheeler, Chief
1600 9th Street, Room 153
Sacramento, CA 95814

PHN: (916) 654-2327

FAX: (916) 653-7212

DMH-Mental Health Plan Ombudsman Service

Jeanette Barajas, Ombudsman

TOLL FREE 1-800-896-4042

TTY 1-800-896-2512

CRIPA - CRIPA is the Act (Civil Rights of Institutionalized Persons Act)

US Dept. of Justice
Special Litigation Section
P.O. Box 66400

Washington, D.C. 20035-6400

PHN (202) 514-6255

FAX (202) 514-0212; FAX (202) 514-6273

JOINT COMMISSION ON THE ACCREDITATION OF HEALTHCARE ORGANIZATIONS (JCAHO)

One Renaissance Blvd.
Oakbrook Terrace, IL 60181

PHN: (630) 792-5000; Fax: (630) 916-5644

NATIONAL DISABILITY RIGHTS NETWORK (NDRN)

(formerly NAPAS-National Association of Protection & Advocacy Systems)

900 2nd Street NE, Suite 211

Washington, DC 20002

PHN: (202) 408-9514

TDD (202) 408-9521

Fax: (202) 408-9520

E-MAIL: hn4537@handsnet.org

NATIONAL ASSOCIATION FOR RIGHTS PROTECTION AND ADVOCACY (NARPA)

587 Marshall Avenue
St. Paul, MN 55102

PUBLIC INTEREST CLEARINGHOUSE

100 McAllister Street
San Francisco, CA 94102

PHN: (415) 255-1714

Fax: (415) 255-3042

EMAIL: hn0939@handsnet.org

ACTION TEAM FOR MENTAL HEALTH

EMAIL: listserv@thecity.sfsu.edu

To subscribe, send this message in the text area: SUBSCRIBE A-TEAM 'YOUR NAME'

Professional Licensing Boards/Registered Nurses

BOARD OF REGISTERED NURSING

400 R Street, Suite 4030

Sacramento, CA 95814

PHN: (916) 322-3350

LICENSED VOCATIONAL NURSES & PSYCHIATRIC BOARD OR VOCATIONAL NURSES & PSYCHIATRIC TECHNICIANS

2535 Capital Oaks Drive, Suite 205

Sacramento, CA 95833-2919

PHN: (916) 263-7822

MEDICAL BOARD OF CALIFORNIA

ATTN: Central Complaint Unit

1426 Howe Avenue, Suite 54

Sacramento, CA 95825-3236

PHN: 800-633-2322

www.medbd.ca.gov

LICENSE VERIFICATION

PHN: (916) 232-2382

BOARD OF PHARMACY

400 R Street, Suite 4070

Sacramento, CA 95814

PHN: (916)445-5014

BOARD OF BEHAVIORAL SCIENCE EXAMINERS

400 R Street, Suite 3150

Sacramento, CA 95814-6240

PHN: (916) 445-4933

To order DMH **LPS** handbooks and **LPS** Posters, please contact:

Christopher Holmes, Office of Human Rights- Office Professional
Department of Mental Health

Office of Human Rights

1600 9th Street, Rm 153

Sacramento, CA 95814

Telephone: (916) 654-2327

Fax: (916) 653-7212

With each request, please specify **LPS POSTERS OR HANDBOOKS**, include your name, title, organization making the request, number of posters or books, language (for posters), and mailing address.

You can also download the posters and handbooks from DMH's website. Here is the link:

http://www.dmh.ca.gov/Services_and_Programs/Quality_Oversight/Patients_Rights.asp

If you have any corrections or changes, please e-mail Griselda Alvarez, Office Manager at Griselda.Alvarez@disabilityrightsca.org

Title 9 § 864-Complaint Procedures – County Residents

The Complaint process has four levels they are as follows;

The first level is the filing of the complaint. If there is dissatisfaction with the action taken, then the complaint may be referred to the following levels. Every effort should be made to resolve the complaints at the lowest level possible.

All documents that have been given and/or received during the complaint process must be included each time the complaint is referred to the next level for it to be accepted; A referral or an appeal may be filed directly or the Patients' Rights Advocate may provide assistance upon request.

The Second level of the complaint process is with the Director of Mental Health in the county the client is receiving services in. This appeal must be made within 5 working days from the resolution or close date of the complaint. All documents that have been given and/or received during the complaint process must be included in an appeal for it to be accepted; Appeals may be made directly or the Patients' Rights Advocate may provide assistance upon request.

The Third level of the complaint process is with the Central Office of Patients' Rights. Only appeals of a rights violation will be accepted at this level. A Patients' Rights Specialist and/or the Director will review the appeal and provided a written recommendation for resolution. All documents that have been given and/or received during the complaint process must be included in an appeal for it to be accepted; Appeals may be made directly or the Patients' Rights Advocate may provide assistance upon request.

California Office of Patients' Rights
100 Howe Avenue Suite 210 North
Sacramento, CA 95825

The Fourth and final level of the complaint process is with the Department of Mental Health. If there is dissatisfaction with the recommendation of Office of Patients' Rights, an appeal may be made to the Department of Mental Health, Office of Human Rights. All documents that have been given and/or received during the complaint process must be included in an appeal for it to be accepted; A final decision will be provided in writing.

Department of Mental Health
Office of Human Rights
1600 9th Street, Room 153
Sacramento, CA 95814

If there are any questions about the Complaint process, please contact the Patients' Rights Advocate or the "Office of Patients' Rights" directly.