

**PATIENTS' RIGHTS ADVOCACY DIRECTORY
CALIFORNIA OFFICE OF PATIENTS' RIGHTS (COPR)
COPR Web page: <http://www.disabilityrightsca.org/OPR/index.htm>
COPR Info Request Email:
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Updated: 04/27/2020

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Jude Stern – Supervising Advocate Specialist
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DSH – Metropolitan State Hospital

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DSH – NAPA STATE HOSPITAL

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DSH – Napa State Hospital

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DSH – PATTON STATE HOSPITAL

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Lead Advocate: Gwen Sharpless

Advocacy Coordinator: Hazel King

Patients' Rights Advocate: Beverly Bergman, Gerardo Vidal Castaneda, Shaista Hashemi, Narumon Khathong, Christine Lopez, Eva McCrae, Ria Pantonial Hernandez, Patrick Newman,

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Patients' Rights Advocate: Jacob Bronson, Shaista Hashemi, Narumon Khathong, Christine Lopes, Eva McRae, Patrick Newman, Walter Servius

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Bernadette Banks, Program Director

Patients' Rights Advocates: Tishara Jack, Jocelyn Orellana

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Emergency Psychiatric Services (408) 885-6100

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Bay Area Legal Advocacy Unit

1330 Broadway, Suite 500
Oakland, CA 94621
Phone: (510) 267-1200 – Fax: (510) 267-1201

Fresno Satellite Office

567 West Shaw, Suite C-3
Fresno, CA 93704
Phone: (559) 476-2000 – Fax: (559) 476-2001

Los Angeles Legal Advocacy Unit

350 South Bixel Street, Suite 290
Los Angeles CA 90017
Phone: (213) 213-8000 – Fax: (213) 213-8001

San Diego Legal Advocacy Unit

1111 Sixth Ave., Suite 200
San Diego, CA 92101
Phone: (619) 239-7861 – Fax: (619) 239-7906

Legislation & Public Information

1831 K Street
Sacramento, CA 95811
Phone (916) 504-5800 – Fax: (916) 504-5802

Peer/ Self Advocacy

1831 K Street
Sacramento, CA 95811
(916) 504-5800 – Fax: (916) 504-5806

Office of Clients' Rights Advocacy

1831 K Street
Sacramento, CA 95811-4114
Phone: (916) 504-5820 – Fax: (916) 504-5821

ADVOCACY RESOURCES

ACLU

Website: www.aclu.org

Toll Free (800) 572-1092

AMERICAN MEDICAL ASSOCIATION (AMA)

330 N. Wabash Ave.

Chicago, IL 60611

Phone: (800)621-8335

Website: www.ama-assn.org

BAZELON CENTER FOR MENTAL HEALTH LAW

1101 15th Street NW, Suite 1212

Washington, DC 20005-5002

Phone: (202) 467-5730 – TDD (202) 467-4232 – Fax: (202) 223-0409

Website: www.bazelon.org

BUREAU OF MEDI-CAL FRAUD & ELDER ABUSE – OFFICE OF ATTORNEY GENERAL

Attn: Public Inquiry Unit

P.O. Box 944255

Sacramento, CA 95244-4256

Phone: (916) 445-9555 – Toll Free (800) 722-0432 – Fax: (916) 323-5341

Website: <http://ag.ca.gov/bmfea/index.php>

CALIFORNIA ASSOCIATION OF LPS HEARING OFFICERS (CALPSHO)

P.O. Box 1129

Modesto, CA 95352

Phone: (209) 524-4494

Website: www.lps-hearingofficers.org

CALIFORNIA DEPARTMENT OF AGING

OFFICE OF THE STATE LONG-TERM CARE OMBUDSMAN

1300 National Drive, Suite 200

Sacramento, CA 95834-1992

Phone: (916) 419-7500 – Fax: (916) 928-2267

Toll Free (800) 231-4024 ("Crisis" Number)

Website: www.aging.ca.gov/programs/obudsman.asp

**CALIFORNIA DEPARTMENT OF PUBLIC HEALTH
LICENSING & CERTIFICATION- HEADQUARTERS**

P.O. Box 997377, MS 3000

Sacramento, CA 95899-7377

Phone: (916) 552-8700 – TDD: 800-236-9747 – Toll Free (800) 236-9747

Website: www.cdph.ca.gov/programs/lnc/pages/lnccontact.aspx

DEPARTMENT OF HEALTH CARE SERVICES

1501 Capitol Avenue,

Sacramento, CA 95814

Phone: (916) 464-4430

CALIFORNIA DEPARTMENT OF STATE HOSPITALS

Stephanie Clendenin, Acting Director

Office of Human Rights

Natalie Sanders, Chief

1600 9th Street, Room 350B

Sacramento, CA 95814

Phone: (916) 654-2327 – Fax: (916) 653-7212

Website: www.dsh.ca.gov

CALIFORNIA DEPARTMENT OF STATE HOSPITALS

DSH-Mental Health Plan Ombudsman Service

Jeanette Barajas, Ombudsman

Toll Free (800) 896-4042 – TTY (800) 896-2512

Email: ombudsman@dsh.ca.gov

DEPARTMENT OF HEALTH CARE SERVICES

MS 4000

PO Box 997413

Sacramento, CA 95899-7413

Phone: (916) 322-7445 – Website: <http://www.dhcs.ca.gov>

Shelly Osuna – shelly.osuna@dhcs.ca.gov

FOR POSTERS / HANDBOOKS

Email: patientsrights@dhcs.ca.gov

Website: <http://www.dhcs.ca.gov/services/Pages/Office-of-Patients-Rights.aspx>

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

US Dept. of Justice

Special Litigation Section

950 Pennsylvania Avenue, NW, PHB

Washington, D.C. 20530

Toll Free (877) 218-5228 – Phone: (202) 514-0212 – Fax: (202) 514-6273

Website: www.justice.gov/crt

JOINT COMMISSION ON THE ACCREDITATION OF HEALTHCARE ORGANIZATIONS (JCAHO)

One Renaissance Blvd.

Oakbrook Terrace, IL 60181

Phone: (630) 792-5800 – Fax: (630) 792-5005

Website: www.jointcommission.org

NATIONAL DISABILITY RIGHTS NETWORK (NDRN)

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

900 2nd Street NE, Suite 211

Washington, DC 20002

Phone: (202) 408-9514 – TDD (202) 408-9521 – Fax: (202) 408-9520

Website: www.ndm.org – Email: info@ndrn.org

NATIONAL ASSOCIATION FOR RIGHTS PROTECTION AND ADVOCACY (NARPA)

P.O. Box 855

Huntsville, AL 35801

Website: www.narpa.org

PUBLIC INTEREST CLEARINGHOUSE

433 California Street, Ste 815

San Francisco, CA 94104

Phone: (415) 834-0100 – Fax: (415) 834-0202

Website: www.pic.org

Professional Licensing Boards

BOARD OF REGISTERED NURSING

Mailing Address: P.O. Box 944210
Sacramento, CA 94244-2100
1747 North Market Boulevard, Suite 150
Sacramento, CA 95834-1924
Phone: (916) 322-3350
Website: www.rn.ca.gov

BOARD OF VOCATIONAL NURSES & PSYCHIATRIC TECHNICIANS

2535 Capital Oaks Drive, Suite 205
Sacramento, CA 95833-2919
Phone: (916) 263-7800 – COMPLAINT: 916-263-7827
Fax: 916) 263-7857 – Website: <http://www.bvnpt.ca.gov>

MEDICAL BOARD OF CALIFORNIA

Central Complaint Unit
2005 Evergreen Street, Ste 1200
Sacramento, CA 95815
Phone: (916) 263-2382 – TDD (916) 263-0935 – Fax: (916) 263-2435
Toll free 800-633-2322 – Website: <http://www.mbc.ca.gov>

BOARD OF PHARMACY

1625 N. Market Blvd., N219
Sacramento, CA 95834
PHN: (916) 574-7900; Fax: (916) 574-8618
Website: www.pharmacy.ca.gov

BOARD OF BEHAVIORAL SCIENCE EXAMINERS

1625 N. Market Blvd., Suite S200
Sacramento, CA 95834
PHN: (916) 574-7830; Fax: (916) 574-8625
Website: www.bbs.ca.gov