

**Prison Officials:
A Beginning Resource Packet for California Prisoners' Advocates**

Researched and edited by members of the Pledge of Resistance and Human Rights Pen Pal programs: Projects of the Prisoner Hunger Strike Solidarity Coalition January, 2014, First Edition.



Artwork by Kevin "Rashid" Johnson from the California Prisoners' Hunger Strike of 2011

Introduction

This packet is intended to be a resource to help folks involved in different forms of anti-prison work. The packet contains information on prison officials, ranging from wardens to medical officers, at major prisons in California. There is a specific focus on prisons that have participated in the hunger strikes over the past few years and are classified as higher “security levels” and include solitary confinement. The hope is that this packet will help make your advocacy easier.

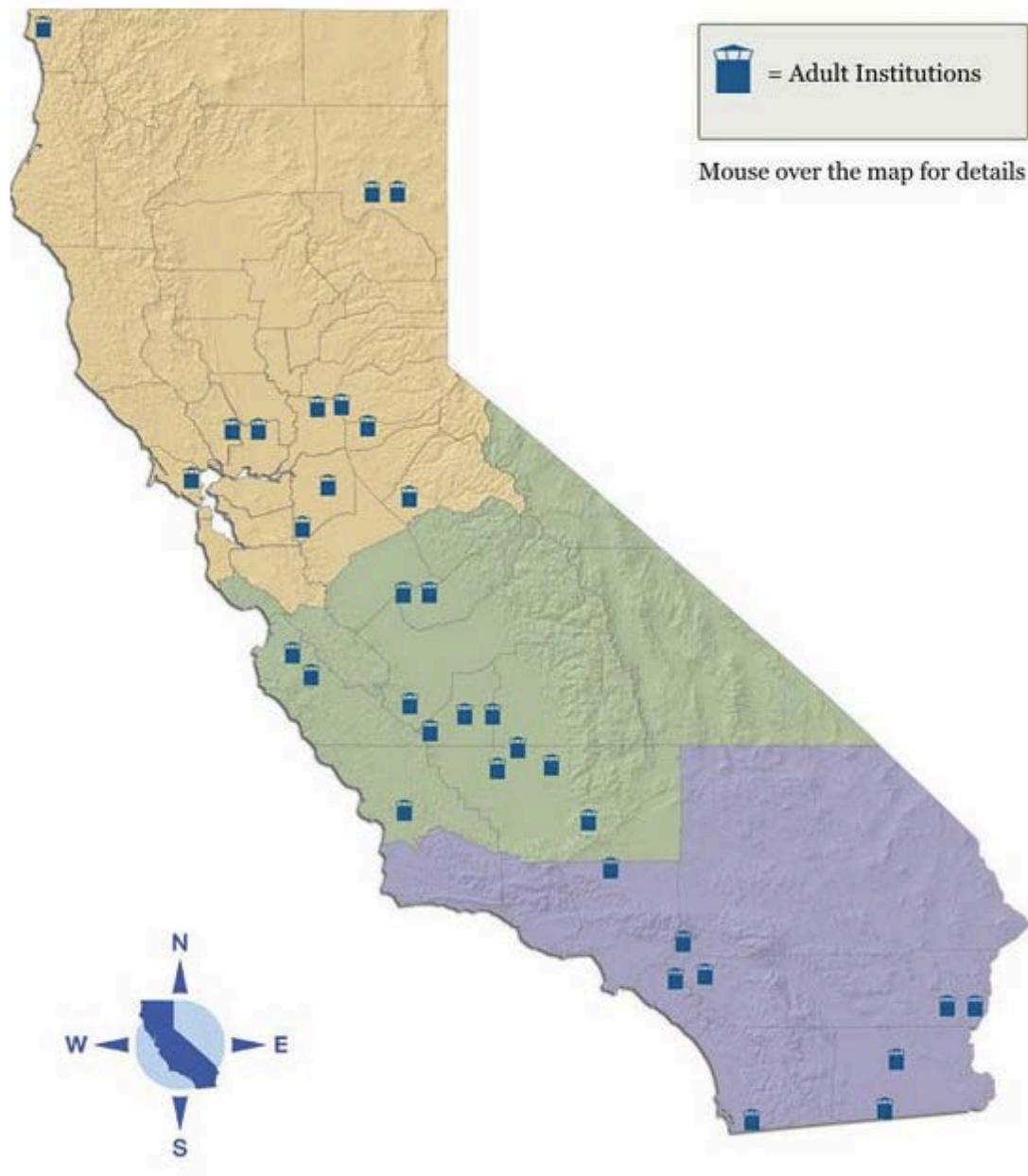
A word of warning: officials change quickly at prisons and it is not always well publicized. Often the phone numbers and extensions stay the same for the position, though the emails usually change and are generally firstname.lastname@cdcr.ca.gov

Please send any suggestions or revisions to jspec7@gmail.com Many thanks to folks in the PHSS pledge working group and Legal Services for Prisoners with Children who contributed to the information in the packet.

Table of Contents

1. Map of Prisons	(Page 3)
2. Overview	
a. Why the focus on specific prisons?	(Page 4)
b. A few definitions	(Page 4)
c. General CDCR contacts	(Page 4)
d. When you write to a prisoner	(Page 5)
3. Prison specific information for human rights violations and general information	(Page 7)
4. Medical information	
a. An overview of the CCHCS	(Page 13)
b. Medical Info Release Form	(Page 14)
5. How to Contact an Inmate	(Page 16)
6. Legal Services for Prisoners with Children	
a. Medical advocacy Packet	(Page 18)
b. Non-medical advocacy packet	(Page 30)
7. More Resources	(Page 40)

California Adult Prison Map



http://www.cdcr.ca.gov/Facilities_Locator/

Why a focus on specific prisons?

This document contains information and contacts for about a dozen major prisons in California. They all have solitary confinement, be it in the form of **Special Housing Units (SHU)** or **Administrative Segregation Units (ASU)**. Almost all are classified as the highest level of security, “**Level IV**”, with cells, fenced walls or perimeters, electronic security, more staff and armed officers both inside and outside the facility. Many of the prisoners in these prisons participated in the hunger strike(s). You can find a full list at
http://www.cdcr.ca.gov/Facilities_Locator/index.html

A few definitions:

Warden: The chief administrative officer for a prison.

Public Information Officer: This person is usually the media contact for a specific prison and one of the more public faces. They also are supposed to respond to public record requests. They can help supporters find the current housing, PO boxes and zip codes of prisoners.

Ombudsmen: “The Office of the Ombudsman listens, answers your questions, analyzes your situation, explains CDCR policies and procedures, advocates for the fairness of a process as opposed to advocating for an individual party, provides information and at times advice and develops options, suggests appropriate referrals, apprises administration of significant trends and may recommend changes in policies and procedures.”

“The Office of the Ombudsman does not conduct formal investigations; does not change rules, policies, or procedures; does not participate in any formal hearing or grievance process; does not supersede the authority of other CDCR officials”

Litigation Coordinator: The Litigation Coordinator handles and arranges attorney visits, notary services, processes legal documents, serves legal documents and works with outside entities on legal and litigation matters related to the institution.

Chief Medical Officer/Chief Medical Executive: Please see longer explanation and definition on page 9.

General CDCR Contacts:

- Secretary Jeffrey Beard's Hotline
(916) 324-3397
- Director of Adult Institutions: Michael Stainer
(916) 445-7688 michael.stainer@cdcr.ca.gov
Stainer has been meeting directly with PHSS representatives.
Stainer has the power to control the practices of prison guards, as well as the general policies concerning solitary confinement for prisoners in both Administrative Segregation (Ad Seg) and Security Housing Units (SHU).

When you write to a prisoner:

When you write a prisoner, your envelope should include his/her name, CDCR number, name of the prison, the building/housing/cell he/she is in, the PO Box, city and zip code.

Often, the prison will move a prisoner, and may not forward your mail for weeks or months, even if the prisoner is still in the same prison. Or, you may have the correct address, but the prison is delaying or censoring your incoming mail to your correspondent. But you first need to know the correct address before you consider further action.

Here's a way to check on whether or not you have a current address for your correspondent. (Please let toolkit editors know if this method works for you.)

1. Check 'CDCR Inmate Locator' @ www.inmatelocator.cdcr.ca.gov.
2. At the bottom of the page entitled, '*Please read and accept the disclaimer by clicking the 'Agree' button below.*' Click the 'Agree' button.
3. The 'Inmate Locator' will ask you to give either the CDCR number of the prisoner, or his/her first and last name. If you know the CDCR number, it's a better choice, because each prisoner has a unique number. But don't try to pick both methods; you won't get the info you need.
4. Press 'Search' button. That will give you the full name, CDCR #, age, date admitted to a CDCR prison, and her/his current prison location.
5. Now that you have the current prison location, here's how you might be able to get the exact address: Search for CDCR 'How to Locate an Inmate' by using http://www.cdcr.ca.gov/Reports_Research/howtocontact.html. This document will give you the name of the prison, and the phone numbers of the Prison Information Officer or P.I.O. at each prison. (This document is reprinted in full in this toolkit on pages 19-21).

6. When you get the PIO's number, phone & leave this message if you do not get a human being: name and CDCR number of your friend, your relationship as correspondent, your email and your phone number. They should call you back with the information verifying your friend's correct mailing address.

7. Also, some of the prisons on this list also give you the phone number of the prison mailroom. That is another way to get your information.

8. If you don't get a call back, wait about 3 days and try again. That will express your persistence, and might work.

Prison Specific Information for Human Rights Violations and General Information

- **California Correctional Institution at Tehachapi**
 - Warden
 - Kim Holland, (661) 822-4402, kim.holland@cdcr.ca.gov
 - Public Information Officer
 - (661) 822-4402, ext. 3021
 - Ombudsmen
 - Gabriel Vela, (916) 323-2994, Gabriel.vela@cdcr.ca.gov
 - Litigation Coordinator
 - (661) 822-4402, ext. 3047
 - Medical
 - (661) 203-3055
 - Physical Address:
 - 24900 Highway 202, Tehachapi, CA 93561
 - Mailing Address:
 - PO BOX 1031, Tehachapi, CA 93581
- **California Medical Facility at Vacaville**
 - Warden
 - Brian Duffy, (707) 448-6841, brian.duffy@cdcr.ca.gov
 - Public Information Officer
 - (707) 449-6509
 - Ombudsmen
 - Sonya Valle, (916) 327-8446
 - Litigation Coordinator
 - (707) 449-6510, fax (707) 469-8008
 - Medical
 - (707) 448-6841, ext. 2098
 - Physical Address:
 - 1600 California Drive 95696
 - Mailing Address:
 - PO BOX 2000, Vacaville, CA 95696
- **Corcoran State Prison (SHU)**
 - Warden
 - Dave Davey, (559) 992-8800 ext. 5008,
dave.davey@cdcr.ca.gov
 - Public Information Officer
 - (559) 992-6103
 - Ombudsmen
 - Cherita Wofford, (918) 324-6123, cherita.wofford@cdcr.ca.gov

- Litigation Coordinator
 - (559) 992-6174, fax (559) 992-7372
 - Medical
 - CEO: Teresa Macias, (559) 992-6930,
teresa.macias@cdcr.ca.gov
 - CMO: Jeffrey Wang, MD (559) 992-6930, CORJW1@cdcr.ca.gov
 - Physical Address:
 - 4001 King Ave, Corcoran, CA 93212
 - Mailing Address:
 - PO BOX 8800, Corcoran, CA 93212
- **Salinas Valley State Prison**
 - Warden
 - Randy Grounds (831) 678-5500, randy.grounds@cdcr.ca.gov
 - Public Information Officer
 - (831) 678-5554
 - Ombudsmen
 - Cherita Wofford, (916) 324-6123, cherita.wofford@cdcr.ca.gov
 - Litigation Coordinator
 - (831) 678-5573, fax (831) 678-5544
 - Medical
 - (831) 678-5500, ext. 6259
 - Physical Address
 - 31625 Highway 101, Soledad, CA 93960
 - Mailing Address:
 - PO BOX 1020, Soledad, CA 93960
- **California Substance Abuse Treatment Facility at Corcoran**
 - Warden
 - Ralph Diaz, (559) 992-7100, ralph.diaz@cdcr.ca.gov
 - Stu Sherman (Associate Warden), (559) 992-7100,
stuart.sherman@cdcr.ca.gov
 - Public Information Officer
 - (559) 992-7154
 - Ombudsmen
 - Cherita Wofford, (918) 324-6123, cherita.wofford@cdcr.ca.gov
 - Litigation Coordinator
 - (559) 992-7206, fax (559) 992-7191
 - Medical
 - (559) 992-7100, ext. 4112
 - Physical Address
 - 900 Quebec Ave, Corcoran, CA 93212
 - Mailing Address:
 - PO Box 7100, Corcoran, CA 93212

- **Calipatria State Prison (ASU)**
 - Warden
 - WL Montgomery, (760) 348-7000 EXT
 - Public Information Officer
 - (760) 348-7000 ext. 5013
 - Ombudsmen
 - Gabriela Vela, (916) 323-2994, Gabriela.vela@cdcr.ca.gov
 - Litigation Coordinator
 - (760) 348-7000 ext. 5164, fax (760) 348-6064
 - Medical
 - (760) 348-4610
 - Physical Address:
 - 7018 Blair Road, Calipatria, CA 92233
 - Mailing Address:
 - PO Box 5001 Calipatra, CA 92233
 - LEGAL mail: PO Box 5002, Calipatria, CA 92233
- **Chowchilla, Central California Women's Facility**
 - Warden
 - Deborah K. Johnson, (559) 665-5531
 - Public Information Officer
 - (909) 597-1771, ext. 4921
 - Ombudsmen
 - Sara Malone, (916) 327-8467, sara.malone@cdcr.ca.gov
 - Litigation Coordinator
 - (559) 665-6025, fax (559) 665-6020
 - Medical
 - (559) 665-8102
 - Physical Address:
 - 23370 Road 22, Chowchilla, CA 93610
 - Mailing Address:
 - PO Box 1508, Chowchilla, CA 93610
- **High Desert State Prison**
 - Warden
 - Fred Foulk, (530) 251-5100, fred.foulk@cdcr.ca.gov
 - Public Information Officer
 - (530) 251-5100 ext. 5512
 - Ombudsmen
 - Sara Malone, (916) 327-8467, sara.malone@cdcr.ca.gov
 - Litigation Coordinator
 - (530) 251-5072, fax (530) 251-5031
 - Medical
 - (530) 251-5100 ext. 8888
 - Physical Address:

- 475-750 Rice Canyon Road, PO BOX 750, Susanville, CA 96127
- Mailing Address:
 - PO Box 3030, Susanville, CA 96127
- **Los Angeles County State Prison**
 - Warden
 - John Soto, (661) 729- 6969
 - Public Information Officer
 - (661) 729-2000 ext. 6912
 - Ombudsmen
 - Gabriel Vela, (916) 323-2994, Gabriel.vela@cdcr.ca.gov
 - Litigation Coordinator
 - (661) 729-2000 ext. 5562, fax (661) 729-6994
 - Medical
 - (661) 729-2000 ext. 7841
 - Physical Address
 - 44750 60th Street West, Lancaster, CA 93536
 - Mailing Address
 - PO Box 8457, Lancaster, CA 93539
- **Kern Valley State Prison at Delano**
 - Warden
 - Martin Biter (661) 721-6300, martin.biter@cdcr.ca.gov
 - Public Information Officer
 - Xavier Cano, Lt. (661) 721-6314, Xavier.cano@cdcr.ca.gov
 - Ombudsmen
 - Sonya Valle, (916) 327-8446, sonya.valle@cdcr.ca.gov
 - Litigation Coordinator
 - (661) 721-8308, fax (661) 720-4949
 - Medical
 - (661) 721-6300 ext. 5996
 - Physical Address:
 - 3000 West Cecil Ave, Delano, CA 93216
 - Mailing Address:
 - PO BOX 3130, Delano, CA 93216
- **North Kern State Prison**
 - Warden
 - Sandra Pennywell, (661) 721-2923
sandra.pennywell@cdcr.ca.gov
 - Public Information Officer
 - (661) 721-2345, ext. 5022
 - Ombudsmen
 - Sonya Valle, sonya.valle@cdcr.ca.gov, (916) 327-8446
 - Litigation Coordinator

- (661) 721-3188, fax (661) 721-6205
 - Medical
 - (661) 721-2345, ext. 6007
 - Physical Address
 - 2737 West Cecil Ave, Delano, CA 93215
 - Mailing Address:
 - PO Box 567, Delano, CA 93126
- **Pelican Bay State Prison**
 - Warden
 - Clark Ducart, clark.ducart@cdcr.ca.gov, (707) 465-1000 ext. 9040
 - Warden (A)
 - Ron Barnes (707) 465-1000, ron.barnes@cdcr.ca.gov
 - Assistant Warden: Rowland Swift (207) 465-1000 gregory.lewis@cdcr.ca.gov
 - Warden (A)
 - Public Information Officer
 - Christopher Acosta (707) 465-9040 [Office], (707) 951-0350 [cell], Christopher.acosta@cdcr.ca.gov
 - Ombudsmen
 - Jean Weiss, (916) 324-5458, jean.weiss@cdcr.ca.gov
 - Litigation Coordinator
 - (707) 465-9075, fax (707) 465-9099
 - Medical
 - Chief Doctor: Donna Jacobsen, (707) 465-9197, donna.jacobsen.cdcr.ca.gov
 - Physical Address
 - 5905 Lake Earl Dr., Crescent City, CA
 - Mailing Address:
 - PO Box 7500, Crescent City, CA 95332
- **Sacramento State Prison “New Folsom” (ASU)**
 - Warden
 - Tim Virga, (916) 985-8610, tim.virga@cdcr.ca.gov
 - Public Information Officer
 - (916) 985-8610 ext. 5295
 - Ombudsmen
 - Jean Weiss, (916) 324-5458, jean.weiss@cdcr.ca.gov
 - Litigation Coordinator
 - (916) 294-3011, fax (916) 294-3072
 - Medical
 - CMO: Jasdeep Bal, MD, (916) 294-3170
 - Physical Address:
 - 300 Prison Road, Represa, CA 95671

- Mailing Address
 - PO BOX 715071, Represa, CA 95671
- **San Quentin State Prison**
 - Warden
 - Kevin Chapell, (415) 454-1460, Kevin.chapell@cdcr.ca.gov
 - Public Information Officer
 - (415) 454-1460 ext 5008
 - Ombudsmen
 - Jean Weiss, (916) 324-5458, jean.weiss@cdcr.ca.gov
 - Litigation Coordinator
 - (415) 455-5007, fax (415) 464-6288
 - Medical
 - (415) 454-1460 ext.6715
 - Physical Address:
 - San Quentin, CA 94964
 - Mailing Address:
 - Inmates Name, CDC #, San Quentin State Prison, San Quentin, CA 94974

Medical Information

A brief overview and contacts for the California Correctional Health Care Service (CCHCS)

Overview

The California Correctional Health Care Service (CCHCS) is an organization that is supposed to be an overseer of the CDCR on health care in California prisons. The CCHCS was created in 2002 because of a federal class action lawsuit against the CDCR. The CDCR has also been successfully sued over their poor dental and mental health care. The lawsuit, Plata v. Schwarzenegger, was on behalf of all inmates in the California prison system due to the horrible medical care abuses that violated the eighth amendment (cruel and unusual punishment) and the Americans with Disabilities Act. Complaints include delay or complete failure in medical care, lack of specialists, lack of health care records and information, lack of quality health care providers and doctors and lack of protocols to deal with serious illness. 34 cases of death due to CDCR's medical negligence were included in the case.

The prisoners won the lawsuit and after another few years of little change the health care system of CDCR was put into "federal receivership", or another way of saying federal control/oversight. There are a lot of CMO's, CME's, CEO's. Those are the Chief Medical Officers, Chief Medical Executives, and Chief Executive Officers. Each of California's 33 prisons has a chief executive officer (CEO) for health care who reports to the Receiver. The CEO is the highest-ranking health care authority within a California Department of Corrections and Rehabilitation adult institution. The CMO is in charge of coordinating and supervising the actual medical care given prisoners by the medical staff. These folks and CCHCS more broadly are supposed to be monitoring the health care system to make sure it's in compliance.

Contacts

General CCHCS

- **Receiver of CCHCS:** J Clark Kelso
 - (916) 739-7000, receiver@cprinc.org
- **CCHCS Director:** Joyce Hayhoe
 - (916) 691-6710 or (916) 691-1404, Joyce.Hayhoe@cdcr.ca.gov.
- **CCHCS Information Officer:** Elizabeth Gransee
 - (916) 691-6721, elizabeth.gransee@cdcr.ca.gov
- **Chief of Internal Audits**
 - (916) 691-3549, Johnny.hui@cdcr.ca.gov
- **CCHCS Inmate Inquiry Line**
 - (916) 691-1404
 - The recording says this line is to report a health care concern of a specific inmate and that the call would not be returned otherwise. The CDCR wants most concerns to be routed to Chief Medical Officers first. You should know the inmates name, cdcr number, and institution.

AUTHORIZATION FOR RELEASE OF INFORMATION

YOUR INFORMATION			
Last Name:	First Name:	Middle Name:	Date of Birth
Street Address:	City/State/Zip:		CDCR/YA #:

Person/Organization Providing the Information	Person/Organization to Receive the Information
<input type="checkbox"/> California Prison Health Care Services Name: _____ Address: _____ City/State/Zip _____ Phone # : (_____) _____ Fax number: (_____) _____	<input type="checkbox"/> California Prison Health Care Services Name: _____ Address: _____ City/State/Zip _____ Phone # : (_____) _____ Fax number: (_____) _____

[45 C.F.R. § 164.508(c)(1)(iii) & Civ. Code § 56.11(e), (f).]

Description of Information to be Released (Provide a detailed description of the specific information to be released) [45 C.F.R. § 164.508(c)(1)(i) & Civ. Code § 56.11(d) & (g).]					
<input type="checkbox"/>	Medical	<input type="checkbox"/>	Mental Health	<input type="checkbox"/>	Genetic Testing
<input type="checkbox"/>	Dental	<input type="checkbox"/>	Substance Abuse/ Alcohol	<input type="checkbox"/>	Communicable Disease
<input type="checkbox"/>	HIV	<input type="checkbox"/>	Psychotherapy Notes	<input type="checkbox"/>	Other (Please specify below:) _____

For the following period of time: from (date) to (date)

Description of Purpose for the Use or Release of the Information Indicate how information is to be used. [45 CFR. § 164.508(c)(1)(iv).]					
<input type="checkbox"/>	Health Care	<input type="checkbox"/>	Personal Use	<input type="checkbox"/>	Legal
<input type="checkbox"/> Other (Please specify): _____					

Will the health care provider receive money for the release of this information?
[45 C.F.R. § 164.524 (c) (4) (i), (ii)]

Reasonable fees may be charged to cover the cost of copying and postage.

This authorization for release of the above information to the above-named persons/organizations will expire on: _____ (date). [45 C.F.R. § 164.508(c)(1)(v) & Civ. Code § 56.11(h)]

I understand:

- I authorize the use or disclosure of my individually identifiable health information as described above for the purpose listed. I understand that this authorization is voluntary. [45 C.F.R. § 164.508(c)(2)(i)]
- I have the right to revoke this authorization by sending a signed notice stopping this authorization to the Health Records department at my current institution. The authorization will stop further release of my health information on the date my valid revocation request is received in the Health Records department. [45 C.F.R. § 164.508(c)(2)(i) & Civ. Code § 56.11(h)]
- I am signing this authorization voluntarily and that my treatment will not be affected if I do not sign this authorization. [45 C.F.R. § 164.508(c)(2)(ii)]
- Under California law, the recipient of the protected health information under the authorization is prohibited from re-disclosing the information, except with a written authorization or as specifically required or permitted by law. If the organization or person I have authorized to receive the information is not a health plan or health care provider, the released information may no longer be protected by federal privacy regulations. [45 C.F.R. 164.508(c)(2)(ii)]
- I understand I have the right to receive a copy of this authorization. [Civ. Code § 164.508 (c)(4) and Civ. Code § 56.11(i)]

Signature:	CDC/YA Number:	Date:
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[45 C.F.R. § 164.508(c)(1)(vi) & Civ. Code § 56.11(c)(1)]

Representative:	Relationship:	Date:
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[45 C.F.R. § 164.508(g)(1) & Civ. Code § 56.11(c)(2)]

How to Contact an Inmate

Written Contact

Individuals are free to contact any state prison inmate by mail. Incoming letters are opened and inspected for contraband and then forwarded to the inmate. To ensure prompt processing the following information should be included on the envelope:

Inmate's full name, CDC#

Institution Name

P.O. Box Housing (preferable)

City, CA ZIP

To get an inmate's CDC# or housing assignment, individuals should call the Public Information Officer (PIO) or the inmate locator at the institution (see below for phone numbers).

Those people who don't know where an inmate is housed may contact the Department's ID Warrants unit at (916) 445-6713. A date of birth will be required if the person they are inquiring about has a common name. ID Warrants will **not** provide inmate housing information.

Mailing Addresses

In most cases, the inmate mail address is different from the general institution address. Listed below are the inmate mail addresses for all California state prisons. Also listed are the phone numbers for the institution's Public Information Officer, and where appropriate, the inmate locator units.

Phone Contact

Most inmates have access to telephones and can initiate outgoing collect calls. When corresponding with an inmate, individuals may provide a telephone number where an inmate can call them collect. It is up to the inmate to initiate the call. Phone calls are limited to 15 minutes.

Avenal State Prison

P.O. Box 9, Avenal, CA 93204

PIO: (559) 386-0587, ext. 5025

(Call before sending mail because inmates change housing frequently.)

California Correctional Center

P.O. Box 2210, Susanville, CA 96130

PIO: (530) 257-2181

California Correctional Institution

P.O. Box (Inmates have individual P.O. boxes; call PIO.)

Tehachapi, CA 93581

PIO: (661) 822-4402, ext. 3021

California Institution for Men

Reception Center Central

P.O. Box 441

Reception Center West

P.O. Box 368

Reception Center East

P.O. Box 500

Minimum Support Facility

P.O. Box 600

Chino, CA 91708

PIO: (909) 597-1821, ext. 2901

California Institution for Women
16756 Chino-Corona Road
Frontera, CA 91720
PIO: (909) 597-1771, ext. 4921
Records office: (909) 597-1771, ext. 5230
(for housing)

California Men's Colony
P.O. Box 8101, San Luis Obispo, CA 93409-8101
PIO: (805) 547-7948

California State Prison, Corcoran
P.O. Box 3476, Corcoran, CA 93212-8309
PIO: (559) 992-6103

California State Prison, Sacramento
P.O. Box 290066, Represa, CA 95671-0066
PIO: (916) 985-8610, ext. 5295

Calipatria State Prison
P.O. Box 5002, Calipatria, CA 92233-5002
(general)
PIO: (760) 348-7000, ext. 5013

California Substance Abuse Treatment Facility
P.O. Box 7100, Corcoran, CA 93212-7100
PIO: (559) 992-7154

Chuckawalla Valley State Prison
P.O. Box 2349, Blythe, CA 92226
PIO: (760) 922-9710

Deuel Vocational Institution
P.O. Box 600, Tracy, CA 95378-0600
PIO: (209) 835-4141

California Medical Facility
PIO: (707) 449-6509
Inmate locator: (707) 448-6841, ext. 2548
(for housing)

California Rehabilitation Center
P.O. Box 2500, Norco, CA 91760
PIO: (909) 689-4552

California State Prison, Los Angeles County
44750 60th Street West, Lancaster, CA
93536-7620
PIO: (661) 729-2000, ext. 6912

California State Prison, Solano
P.O. Box 4000, Vacaville, CA 95696-4000
PIO: (707) 454-3257
Housing is necessary or letter will be returned.

Centinela State Prison
P.O. Box 731, Imperial, CA 92251-0731
A Yard: P.O. Box 901
B Yard: P.O. Box 911
C Yard: P.O. Box 921
D Yard: P.O. Box 931
E Yard: P.O. Box 1011
Imperial, CA 92251
PIO: (760) 337-7601

Central California Women's Facility
P.O. Box 1508, Chowchilla, CA 93610-1508
PIO: (559) 665-5531, ext. 5012

Correctional Training Facility
Central Facility
P.O. Box 689, Soledad, CA 93960-0689
South Facility
P.O. Box 690, Soledad, CA 93960-0690
North Facility
P.O. Box 705, Soledad, CA 93960-0705
PIO: (831) 678-3951
Records office: (831) 678-3951, ext. 2139
(for housing)

Folsom State Prison

P.O. Box 715071
Represa, CA 95671-5071
PIO: (916) 985-2561, ext. 4484
Records office: (916) 985-2561, ext. 4469 (for housing)

Ironwood State Prison

P.O. Box 2199, Blythe, CA 92226
PIO: (760) 921-3000 ex. 5006
Records office: (760) 921-3000, ext. 5301 (for housing)

North Kern State Prison

P.O. Box 5000, Delano, CA 93216-5000
Inmate Locator: (661) 721-2345, ext. 5095
Facility A/E: P.O. Box 5000
Facility B: P.O. Box 4999
Facility C: P.O. Box 5004
Facility D: P.O. Box 5005
PIO: (661) 721-2345, ext. 5022

Pelican Bay State Prison

P.O. Box 7500
Crescent City, CA 95531-7500
PIO: (707) 465-9040
Mail room: (707) 465-1000, ext. 7101 (for housing)

Richard J. Donovan Correctional Facility at Rock Mountain

480 Alta Road, San Diego, CA 92179
PIO: (619) 661-7802
Records office: (619) 661-6500, ext. 5420 (for housing)

San Quentin State Prison

San Quentin, CA 94974
PIO: (415) 454-1460, ext. 5008

Valley State Prison for Women

P.O. Box 92, Chowchilla, CA 93610-0092
PIO: (559) 665-6100, ext. 5509

High Desert State Prison

P.O. Box 3030, Susanville, CA 96130
PIO: (530) 251-5100, ext. 5512

Mule Creek State Prison

P.O. Box 409000, Ione, CA 95640
PIO: (209) 274-4911, ext. 5080

Northern California Women's Facility

P.O. Box 213022
Stockton, CA 95213-9022
PIO: (209) 943-1600 ex. 5025
(Housing assignment not necessary.)

Pleasant Valley State Prison

P.O. Box 8500, Coalinga, CA 93210
(general)
Facility A: P.O. Box 8501
Facility B: P.O. Box 8502
Facility C: P.O. Box 8503
Facility D: P.O. Box 8504
Coalinga, CA 93210
PIO: (559) 935-4972

Salinas Valley State Prison

P.O. Box 1050, Soledad, CA 93690-1050
PIO: (831) 678-5554

Sierra Conservation Center

Mariposa and Calaveras Units:
P.O. Box 617
Tuolumne Unit: P.O. Box 500
Jamestown, CA 95327
PIO: (209) 984-5291

Wasco State Prison

P.O. Box 5500, Wasco, CA 93280-5500
PIO: (661) 758-8400

Tips on How to Advocate for Yourself (Medical)

Prepared by Legal Services for Prisoners with Children

1450 Market Street, Ste. 490 / San Francisco CA 94102

(p) 415-255-7036 (f) 415-552-3150 www.prisonerswithchildren.org

(Updated May 2010)

Below are tips and suggestions that you and your supporters may consider pursuing in your fight for better treatment. Please feel free to share this information with others who may find it useful.

Make Copies

It is **very important** to keep copies of all documents related to the problem you are trying to resolve because this paperwork (1) can help prove that you may not be receiving appropriate treatment, (2) creates a “paper trail” which can help show the history of your situation as well as your attempts to solve the problem, and (3) is your proof that you have followed the prison’s rules for solving problems which may be difficult to do if you don’t keep your paperwork. Important documents to keep include 602 appeals, 1824s, medical records, ducats, chronos, co-pays, 115s, 128s, letters to family, supporters, prison officials and advocates, Inmate Request Forms, etc. If possible, make a second copy of these documents and send them to someone you trust.

File 602 Appeals

If you have not done so already, you may consider submitting a 602 appeal documenting your complaints. Despite the fact that 602s do not always result in the desired action, following the grievance procedure shows that you have attempted to follow the prison’s rules for resolving problems. Additionally, you are creating a “paper trail” and putting the prison on notice of your situation. Should you ever try and file a lawsuit, you will have to prove that you have “exhausted your administrative remedies.” This means filing a 602 and taking it all the way to the highest level in Sacramento. Additionally, you may consider sending a copy of your 602 to the Medical Receiver’s Office, the Inspector General, the CDCR Ombudsperson or a legislator (addresses listed below).

Keep a Diary

It can also be helpful to keep a journal or “medical diary” of your experiences, including dates, times, names, medications, and attempts you have made to get care or resolve the specific problem you are experiencing. Constructing a detailed history of the problem and attempts to resolve this problem can help you because (1) remembering these details can be difficult and keeping a journal will help you keep better track of what happens to you, (2) having this information will make it easier to file an effective 602 appeal, (3) should you ever try to pursue a lawsuit

knowing this information will be extremely useful in your efforts, and (4) this diary is an important step in creating a “paper trail” which documents what has happened to you and how you have tried to solve the problem. If possible, it is a good idea to periodically make copies of this journal and send it to someone you trust, whether a family member or other outside supporter.

Follow up Verbal Communications with Written Communication

If you or your outsider supporter has verbal communication/phone calls with someone regarding your problem, it is a good idea to follow up these conversations with a brief letter in order to create a paper trail of your efforts to resolve the issue. For example, if your supporter calls the prison and speaks to an officer about your situation, ask him/her to write a follow up letter to that person summarizing the conversation. See the example below.

Dear Officer Smith,

I am writing to follow up on our telephone conversation which happened on April 3, 2008 at approximately 2:30 regarding my daughter, Jane Doe, X12345. During this call, I notified you that my daughter has been waiting three weeks for the results of her chest x-ray. You told me you would look into this matter and try to help her get an appointment with her yard doctor. Thank you for your attention to this matter. If you have further questions, please contact me at 111 - 222-4444.

Sincerely,

XXX

Obtain Medical/Prison Records

You may consider trying to get copies of your medical and/or prison records from the prison if you are able. Obtaining these records is important because these documents may (1) help you prove that you are not getting appropriate treatment (2) help you create a “paper trail,” (3) help you better understand your medical condition and (4) be extremely useful should you attempt to file a lawsuit. Again, if it is possible, it is a good idea to make copies of these documents and mail them to someone you trust outside the prison.

Contact Prison Administrators and Other Government Officials

You and your supporters, whether they are family or concerned friends, may also find it helpful to contact prison administrators and other government officials on your behalf. Contacting prison officials puts them on notice that you are experiencing a problem and that they have a responsibility to address your concerns. Contacting other government officials can sometimes help because these individuals are outside of the prison system and may be able to influence the prison administration. As you probably know well, many prisoners report that they

sometimes suffer retaliation from prison staff as a result of contacting outside advocates and speaking out about the violation of their rights.

When contacting these individuals about your situation, it is a good idea to answer the following questions:

- What is the nature of the problem?
- How long has this problem been happening?
- How is the problem affecting you? Why is this problem creating a difficult situation for you?
- What attempts have you made to solve the problem and how has the prison responded to your efforts?
- What do you want to happen in order to resolve the problem?
- Do you have copies of any supporting documents that will help to further explain your situation?

Whenever you or your supporters contact anyone, keep copies of any correspondence and write follow up letters to officials summarizing any phone conversations with these individuals. If you are keeping a "medical diary," make sure to keep track of all contact with officials and include dates of contact/call/correspondence, name of the person contacted, and a brief summary of the conversation.

Contact California Department of Corrections & Rehabilitation Officials

Your friends and family may assist you by calling and writing letters on your behalf to the Warden and the Chief Medical Officer (CMO) and/or the Health Care Manager (HCM) or other prison officials.

Your complaints can be brought to the attention of the following California Department of Corrections & Rehabilitation (CDCR) officials listed below. Please understand the names of these individuals in these positions often change over time. When contacting any of these people, make sure to include the individual's job title. When contacting any officials make sure to be as accurate and specific as possible about the nature of the problem, what you have done to resolve the issue, and what you want to have happen. Additionally, it can be helpful to include **copies** of any supporting documents that provide additional information about your situation and evidence of your attempts to resolve the issue. These documents might include 602 appeals, 1824s, medical records, ducats, chronos, co-pays, 115s, 128s, letters to family, supporters, prison officials and advocates, Inmate Request Forms, etc.

Office of the Ombudsman reports directly to Secretary of CDCR. They describe themselves as an "...independent entity - or special advisor - on sensitive issues that

relate to a specific institution... The Ombudsman serves as a key policy and public relations expert, with a focus on ethical decision-making, and has extensive contact with staff, inmates and their families, legislative bodies and community-based groups." LSPC has had success working with the Ombudsperson to resolve complaints about conditions of confinement regarding individual prisoners.

When contacting the Office of the Ombudsman, provide as much of the following information as possible:

- Your name
- Phone number
- Relationship to the prisoner
- Name and CDCR number of person in person
- Location of person in prison
- Brief description of the issue including an overview of what has been done to resolve the issue

Office of the Ombudsman

California Department of Corrections & Rehabilitation

1515 S Street, Room 540 North

Sacramento CA 95811

(p) 916-445-1773

Additional CDCR Officials/Offices Based at Headquarters in Sacramento

Jeffrey Beard, Secretary

California Dept. of Corrections & Rehabilitation

PO Box 942883

Sacramento CA 94283-0001

(p) 916-445-7688 (f) 916-322-2877

Associate Director -Women's Programs

California Department of Corrections & Rehabilitation

PO Box 942883

Sacramento CA 94283-0001

(p) 916-322-8055

(f) 916-323-2888

Contact the Federal Receivership Over Prison Health Care

In 2002, the CDCR and state of California settled a large class action lawsuit called *Plata v. Davis* (now referred to as *Plata v. Schwarzenegger*) aimed at improving health care for state prisoners. **Legal Services for Prisoners with Children (LSPC) was not part of this lawsuit and has no control over how it gets implemented or enforced.** The result of this suit is that the CDCR is supposed to make major changes to many of its policies regarding how it provides medical care to prisoners. These changes were outlined in lengthy settlement agreement. However, after nearly three years, CDCR was unable to come into compliance with the terms of the settlement. In October 2005, the federal judge presiding over the case - Thelton Henderson - ordered that the entire prison health system be placed under the control of a court-appointed Federal Receiver. Judge Henderson issued a powerful statement which found that they system is "broken beyond repair," causing an "unconscionable degree of suffering and death." According to court documents, the responsibilities of the Receiver include the following: "provide leadership and executive management of the California prison medical health care delivery system with the goals of restructuring day-to-day operations and developing, implementing, and validating a new, sustainable system that provides constitutionally adequate medical care to all [prisoners]."

For specific questions or concerns regarding this lawsuit, write to the following organization:

Prison Law Office

General Delivery

San Quentin, CA 94964-0001

(p) 415-457-9144 (f) 415-457-9151

People in prison and their loved ones may contact the Receiver about specific medical issues by writing to the following address:

J. Clark Kelso, Receiver

C/O California Department of Corrections and Rehabilitation

Controlled Correspondence Unit
PO Box 4038
Sacramento CA 95812-4038
(p) 916-323-1923 (f) 916-323-1257

Office of Internal Affairs is a unit within CDCR that investigates complaints of staff misconduct.

Office of Internal Affairs
PO Box 3009
Sacramento CA 95812
(p) 916-323-5769

Contact Government Officials Not Part of CDCR

Office of the Inspector General, which is independent from the CDCR, was established to investigate problems in the CDCR and the California Youth Authority. They describe themselves as being responsible for "rigorously investigating and auditing the [CDCR] to uncover criminal conduct, administrative wrongdoing, poor management practices, waste, fraud, and other abuses by staff, supervisors, and management." They also claim that "to bring public transparency into the operation of the state's correctional system, we post the findings of every audit and large-scale investigation on [their] website." The Office of Inspector General does not provide legal advice.

If you or one of your supporters decides to file a complaint, they request that you provide as much background material and evidence to support your claim. This may include letters, memos, copies of complaint forms and responses, notes from conversations, names of witnesses, a journal describing the history of the situation, etc. All complaints must be submitted in writing. If you make your complaint by telephone, you will eventually be asked to file a written complaint. They claim that any information you provide will be kept confidential, including information from prisoners. Make sure you clearly write on your letter "CONFIDENTIAL."

Complaints will be handled in one of the following ways: (1) Your complaint may be referred back to the CDCR Office of Internal Affairs if they have not previously investigated the issue. (2) Even if the complaint has been investigated by CDCR's Internal Affairs, the Office of the Inspector General may send the complaint back *again* for further investigation. (3) The Office of the Inspector General may investigate the complaint directly. (4) The complaint may be referred to law enforcement authorities if the complaint involves criminal misconduct. (5) If the Office of the Inspector General

finds after a preliminary review that there is insufficient evidence to support your claim, your inquiry may be closed without further action.

The Office of the Inspector General also claims that it will investigate allegations of retaliation against persons who have filed complaints with their office. Although, they operate with limited resources and they can't assure anyone's protection from retaliatory acts.

Office of the Inspector General
P.O. Box 348780
Sacramento CA 95834-8780
Toll-free 1-800-700-5952
(p) 916-830-3600 / (f) 916-928-5996
www.oig.ca.gov
(email) inquire@oig.ca.gov

Contact Elected Representatives

You or your supporters may also write to members of the state legislature who are responsible for overseeing the CDCR. If your outside supporters live in California, it can also be helpful to contact their elected representatives from their part of the state. This information can be found by visiting the following website and entering in a zip code www.legislature.ca.gov.

Senator Loni Hancock	Assemblymember Tom Ammiano
Chair, Senate Public Safety Committee Committee	Chair, Assembly Public Safety
State Capitol, Room 2082 Sacramento, CA 95814 (p) 916-651-4009 (f) 916-327-1997	State Capitol P.O. Box 942849 Sacramento, CA 94249-0017 (p) 916-319-2017 (f) 916-319-2117
California Legislative Black Caucus Senator Curren Price, Chair	California Latino Caucus Assemblymember Ricardo Lara, Chair

State Capitol, Room 6012	State Capitol Room 5100
Sacramento CA 95814	Sacramento, CA 95814
(p) 916-319-2016	(p) 916-651-4022
(f) 916-319-2116	

Asian Pacific Islander Legislative Caucus	California Lesbian Gay Bisexual &
State Capitol	Transgender Legislative Caucus
PO Box 94284	916-319-2226
Sacramento CA 94249	
(p) 916-319-3686	
(f) 916-319-3628	

File Complaints with State Medical Licensing Agencies

If you have concerns about specific prison health staff you may consider filing complaints with the appropriate state licensing board. These agencies are designed to monitor medical professionals in order to protect the public (which includes prisoners) and ensure that medical professionals are providing care consistent with their licensure. There is no guarantee that by filing a complaint you will get the specific care you desire or that the medical staff person will be reprimanded. However, you are creating a paper trail and lodging official complaints with other state agencies (besides the California Department of Corrections & Rehabilitation) about the difficulties prisoners experience getting adequate medical care.

Complaints about Physicians

Medical Board of California
Central Complaint Unit
2005 Evergreen Street, Ste. 1200
Sacramento CA 95815
California Toll-free Line: 1-800-633-2322
(p) 916-263-2382
TDD: 916-263-0935 (for hearing impaired)

(f) 916-263-2435

Complaints about Dentists

Dental Board of California
2005 Evergreen Street, Ste. 1550
Sacramento CA 95815
(p) 916-263-2300

Complaints about Registered Nurses

Attn: Complaint Intake
PO Box 944210
Sacramento CA 94244-2100
(f) 916-574-7693

Complaints about Certified Nursing Assistants

Some Medical Technical Assistants (MTAs) are also Certified Nursing Assistants
Department of Health Services, Licensing and Certification
Aide and Technician Certification Section
Attn: Enforcement Unit
1800 Third Street, Suite 200
P.O. Box 942732
Sacramento CA 94234-7320
(p) 916-322-1084 (f) 916-324-1054

Complaints about Licensed Vocational Nurses and Psychiatric Technicians

Many Medical Technical Assistants (MTAs) are also Licensed Vocational Nurses
Board Of Vocation Nursing and Psychiatric Technicians

2535 Capitol Oaks Drive, Suite 205
Sacramento CA 95833
(p) 916-263-7822 (f) 916-263-7859

Complaints about the Skilled Nursing Facility at the Central California Women's Facility

District Manager
Licensing and Certification

Department of Health Services

7170 North Financial Drive, #110
Fresno California 93720
(p) 559- 437-1500 (f) 559 - 437-1555
Toll Free: 800-554-0351

Stay Informed

It is very important to keep updated on changes to the law and the regulations governing prisons. The prison law library is a good place to get this information.

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Tips on How to Advocate for Yourself (Non-Medical)

Prepared by Legal Services for Prisoners with Children

1450 Market Street, Ste. 490 / San Francisco CA 94102

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XXX

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When contacting these individuals about your situation, it is a good idea to answer the following questions:

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- How is the problem affecting you? Why is this problem creating a difficult situation for you?
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Office of the Ombudsman

California Department of Corrections & Rehabilitation

1515 S Street, Room 540 North

Sacramento CA 95811

(p) 916-445-1773

Additional CDCR Officials/Offices Based at Headquarters in Sacramento

Jeffrey Beard, Acting Secretary
California Dept. of Corrections & Rehabilitation
PO Box 942883
Sacramento CA 94283-0001
(p) 916-445-7688 (f) 916-322-2877

The Office of Internal Affairs is a unit within CDCR that investigates complaints of staff misconduct:

Office of Internal Affairs
PO Box 3009
Sacramento CA 95812
(p) 916-323-5769

If you are housed in a women's facility, you can contact:

Associate Director -Women's Programs
California Department of Corrections & Rehabilitation
PO Box 942883
Sacramento CA 94283-0001
(p) 916-322-8055
(f) 916-323-2888

Contact Government Officials Not Part of CDCR

Office of the Inspector General, which is independent from the CDCR, was established to investigate problems in the CDCR and the California Youth Authority. They describe themselves as being responsible for "rigorously investigating and auditing the [CDCR] to uncover criminal conduct, administrative wrongdoing, poor management practices, waste, fraud, and other abuses by staff, supervisors, and management." They also claim

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Office of the Inspector General
P.O. Box 348780
Sacramento CA 95834-8780
Toll-free 1-800-700-5952
(p) 916-830-3600 / (f) 916-928-5996
www.oig.ca.gov
(email) inquire@oig.ca.gov

Contact Elected Representatives

You or your supporters may also write to members of the state legislature who are responsible for overseeing the CDCR. If your outside supporters live in California, it can also be helpful to contact their elected representatives from their part of the state. This information can be found by visiting the following website and entering in a zip code www.legislature.ca.gov.

Senator Loni Hancock
Chair, Senate Public Safety Committee
Committee
State Capitol, Room 2082
Sacramento, CA 95814
(p) 916-651-4009
(f) 916-327-1997

Assemblymember Tom Ammiano
Chair, Assembly Public Safety
State Capitol
P.O. Box 942849
Sacramento, CA 94249-0017
(p) 916-319-2017
(f) 916-319-2117

California Legislative Black Caucus
Senator Curren Price, Chair
State Capitol, Room 6012
Sacramento CA 95814
(p) 916-319-2016
(f) 916-319-2116

California Latino Caucus
Assemblymember Ricardo Lara, Chair
State Capitol Room 5100
Sacramento, CA 95814
(p) 916-651-4022

Asian Pacific Islander Legislative Caucus
State Capitol
PO Box 942849
Sacramento CA 94249
(p) 916-319-3686
(f) 916-319-3628

California Lesbian Gay Bisexual &
Transgender Legislative Caucus
916-319-2226

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Transportation to Court Information and forms explaining how to get from state prison/jail to court for a hearing concerning a child custody or parental rights issue in juvenile (dependency) court.

More Resources

San Francisco Bay View Newspaper: www.sfbayview.com

California Prison Focus: www.prisons.org

Legal Services for Prisoners with Children: www.prisonerswithchildren.org

Prison Activist Resource Center: www.prisonactivist.org

Prisoner Hunger Strike Solidarity Coalition:

www.prisonerhungerstrikesolidarity.wordpress.com

Critical Resistance: www.criticalresistance.org

Charles Carbon: www.charlescarbone.com

Solitary Watch: www.solitarywatch.com

American Friends Service Committee: www.afsc.org

Prison Law Office: www.prisonlaw.com

Californians United for a Responsible Budget (CURB): www.curbprisonspending.org

Caitlin Kelly Henry:

<http://caitlinkellyhenry.com/links-resources/educational-outreach-materials>

Freedom Archives: www.freedomarchives.org

Jericho Movement: www.jerichomovement.org

ROCK Newsletter (monthly) email Ed Mead at: mead@prisonart.org

Prisoner Hunger Strike Solidarity Coalition NEWS (monthly)
email PHSS news at: info@prisons.org

Lifer-Line Newsletter (monthly) Life Support Alliance:
lifesupportalliance@gmail.com

The Sentencing and Justice Reform Advocacy (SJRA) Advocate Newsletter
(quarterly): email editor Barbara Brooks: yeswecanchange3x@aol.com