



**PRISON LAW OFFICE**  
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Re: Investigations of Staff Misconduct or Other Conditions of Confinement Problems

Dear Sir/Madam:

We received your request for assistance regarding CDC staff misconduct or another problem with conditions of confinement. Due to our limited resources, we are unable to provide you direct help. However, this letter contains some information that might be helpful to you.

If you believe that your rights have been violated by the CDC, you should first file a 602. The people and offices listed below will not help you unless you have first tried to solve your problem through the 602 process, unless it is an emergency.

CDC Office of Internal Affairs

If your problem is a serious allegation of staff misconduct, you can request an investigation by the CDC Office of Internal Affairs. You must exhaust the 602 process first. You can have a friend or family member call the Internal Affairs office, but they prefer contact by mail.

Office of Internal Affairs  
P.O. Box 3009  
Sacramento, CA 95812  
(916) 323-5769

CDC Ombudsmen

You can request help from the CDC Ombudsmen or Ombudswomen about any issue of your confinement, other than issues relating to your sentence, criminal case, or INS deportation. An Ombudsman/Ombudswoman is an internal troubleshooter – a CDC employee who has been appointed to investigate inmate complaints. There is one lead Ombudsman and several Ombudsmen/Ombudswomen who are assigned to help prisoners at certain prisons.

The most effective way to get help from them is to briefly describe the problem, what you have already done to try to resolve it on your own (for example, talking to staff, filing 602s, writing outside organizations), and what you want to be done. In general, the key is to be brief and clear. Do not include

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information on every problem you have had--focus on the one or two problems that are most urgent. The ombudsmen and ombudswomen typically will not help prisoners who have not tried to resolve the problem through the regular grievance process, unless it is an emergency. Those requests for help will simply be re-routed back into the prison.

You can write to the ombudsman or ombudswoman at your prison by sending a Request for Interview form in a U Save 'Em envelope or writing to them at the Sacramento address (you can write Confidential Legal Mail on the envelope). If you do not have an ombudsman assigned to your prison, you can write to any of them; although they will not be able to come to the prison to investigate your problem, they might be able to help.

Main address for all ombudspeople: P.O. Box 348780 or 1515 S. St., North Bldg.  
Sacramento, CA 95814 Sacramento, CA 95814  
Fax # (916) 324-8263

Ken Hurdle:  
Chief Ombudsman  
Phone: 916-445-1748

Ralyn Conner:  
Phone: 916-324-6123  
CCI, ASP, SCC, CCC and SQ

Sara Malone:  
Lead Ombudsperson  
Phone: 916-327-8467  
CSP-SAC, CIM and MCSP

Jean Weiss:  
Phone: 916-324-5458  
KVSP, CAL, CEN, NKSP and DVI

Joyce Cregar:  
Phone: 916-322-2438  
CSP-COR, SATF, PVSP and CMC, she also oversees the Community Correctional Facilities and the Division of Adult Parole Operations

Matthew Thomas:  
Phone: 916-324-5448  
SVSP, CTF, CSP-SOL and CMF

Margot Bach:  
Phone: 916-445-1769  
PBSP, ISP, CVSP and WAS

Karin Richter:  
Phone: 916-327-8446  
HDSP, RJD, LAC and CRC

Rosalinda Rosalez:  
Phone: 916-322-8453  
FOL and Department of Juvenile Justice (DJJ)

Karen Johnson:  
Phone: 916-322-2994  
VSPW, CCWF, CIW and the Leo Chesney CCF as well as the Family Foundations/Community Mother Program

[www.cdcr.ca.gov/Offices/ombuds/index.html](http://www.cdcr.ca.gov/Offices/ombuds/index.html)

### Office of the Inspector General

You can also send complaints to the independent Office of the Inspector General. This is an office that was set up to investigate problems in the CDC and in the California Youth Authority. It is an independent agency, not part of the CDC or the CYA. (The Office of Internal Affairs and the ombudsmen and ombudswomen are all part of the CDC.) Again, before sending a complaint to this office you should try to use the 602 procedure. If that does not work, their address is:

David Shaw  
Office of the Inspector General  
P. O. Box 348780  
Sacramento, CA 95834

We wish you the best of luck.

Sincerely,

Prison Law Office

rev February 2009