



**LONG-TERM CARE OMBUDSMAN PROGRAM  
PUBLIC CONTACT LIST**

Updated 5/15/2019



**(S) – The telephone number is toll free statewide; (R) – The telephone number is toll free for the local region; (N) – The telephone number is toll free nationally**

PSA	Counties Served	Regional Long-Term Care Ombudsman Program & Provider Agency	Telephone Number
01	Boone, Carroll, DeKalb, JoDaviess, Lee, Ogle, Stephenson, Whiteside, Winnebago	<b>Catholic Charities Long-Term Care Ombudsman Program</b> 431 S. Phelps Ave., Suite 607 Rockford, IL 61108-3101 Cathy Weightman-Moore, Regional Ombudsman <a href="mailto:ccombudsmaninfo@rockforddiocese.org">ccombudsmaninfo@rockforddiocese.org</a>	<b>(800) 369-0895 (N)</b> (779) 210-8700 FAX: (815) 316-0042
02	DuPage	<b>DuPage County Department of Community Services</b> 421 North County Farm Road Wheaton, IL 60187 Natasha Belli, Regional Ombudsman <a href="mailto:ITDOMB@dupageco.org">ITDOMB@dupageco.org</a> <a href="mailto:Natasha.Belli@dupageco.org">Natasha.Belli@dupageco.org</a>	<b>(800) 942-9412 (R)</b> Main intake line: (630) 407-6500 FAX: (630) 407-6501
	Kane, Kendall, McHenry	<b>Senior Services Associates, Inc.</b> 2111 Plum Street Aurora, IL 60506 Katie Harrison, Regional Ombudsman <a href="mailto:omb@seniorservicesassoc.org">omb@seniorservicesassoc.org</a> <a href="mailto:kharrison@seniorservicesassoc.org">kharrison@seniorservicesassoc.org</a>	<b>(630) 897-4035</b> FAX: (630) 897-6901 (Aurora)
	Lake	<b>LAF – Legal Assistance Foundation</b> 120 S. LaSalle Suite 900 Chicago, IL 60603-3425 Suzanne Courtheoux, Regional Ombudsman <a href="mailto:OmbudsmanIntake2@lafchicago.org">OmbudsmanIntake2@lafchicago.org</a>	<b>(888) 401-8200 (S)</b> FAX: (312) 431-2121
	Grundy, Kankakee, Will	<b>Catholic Charities, Diocese of Joliet</b> 16555 Weber Rd. Crest Hill, IL 60403 Sharon McLemen, Regional Ombudsman <a href="mailto:omb@cc-doj.org">omb@cc-doj.org</a> <a href="mailto:smclemen@cc-doj.org">smclemen@cc-doj.org</a>	<b>(815) 724-1120</b> FAX: (815) 723-3452

PSA	Counties Served	Regional Long-Term Care Ombudsman Program & Provider Agency	Telephone Number
03	Bureau, Henderson, Henry, Knox, LaSalle, McDonough, Mercer, Putnam, Rock Island, Warren	<b>Alternatives for the Older Adult</b> 1803 7 <sup>th</sup> Street Moline, IL 61265  Jennifer Glackin, Regional Ombudsman <a href="mailto:ombudsman@alternativesforyou.org">ombudsman@alternativesforyou.org</a>	<b>(800) 798-0988 (S)</b> (309) 277-0167 FAX: (309) 277-0163
04	Fulton, Marshall, Peoria, Stark, Tazewell, Woodford	<b>The Center for Prevention of Abuse</b> 720 Joan Court Peoria, IL 61614  JR Friedrich, Regional Ombudsman <a href="mailto:Ombudsman@centerforpreventionofabuse.org">Ombudsman@centerforpreventionofabuse.org</a> <a href="mailto:jfriedrich@centerforpreventionofabuse.org">jfriedrich@centerforpreventionofabuse.org</a>	<b>(309) 272-2917</b> FAX: (309) 637-3907
05	Champaign, Clark, Coles, Cumberland, DeWitt, Douglas, Edgar, Ford, Iroquois, Livingston, Macon, McLean, Moultrie, Piatt, Shelby, Vermilion	<b>ECIAAA Long-Term Care Ombudsman Program</b> East Central Illinois Area Agency on Aging, Inc. 1003 Maple Hill Road Bloomington, IL 61704-9327  Angie Baker, Regional Ombudsman <a href="mailto:abaker@eciaaa.org">abaker@eciaaa.org</a>	<b>(800) 888-4456 (R)</b> (309) 829-2065 FAX: (309) 829-6021
06	Adams, Brown, Calhoun, Hancock, Pike, Schuyler	<b>Alternatives for the Older Adult</b> 301 Oak Street, Suite 2-38 Quincy, IL 62301  Stephen Maxwell, Regional Ombudsman <a href="mailto:ombudsman@alternativesforyou.org">ombudsman@alternativesforyou.org</a> <a href="mailto:Smaxwell@alternativesforyou.org">Smaxwell@alternativesforyou.org</a>	<b>(800) 798-0988 (S)</b> (217) 223-2658 (309) 236-4441 FAX: (309) 277-0163
07	Cass, Christian, Greene, Jersey, Logan, Macoupin, Mason, Menard, Montgomery, Morgan, Sangamon, Scott	<b>ICARE – Project Advocate</b> Area Agency on Aging for Lincolnland 3100 Montvale Dr. Springfield, IL 62704  Megan Jizmagian, Regional Ombudsman <a href="mailto:admin@icare.ws">admin@icare.ws</a> <a href="mailto:megan@icare.ws">megan@icare.ws</a>	<b>(800) 842-8538 (S)</b> (217) 523-8419 FAX: (217) 679-7919

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08	Bond, Clinton, Madison, Monroe, Randolph, St. Clair, Washington	<b>SSP Ombudsman Program</b> Senior Services Plus, Inc. 2603 North Rodgers Ave Alton, IL 62202  Chris Sutton, Regional Ombudsman <a href="mailto:ombudsman@seniorservicesplus.org">ombudsman@seniorservicesplus.org</a> <a href="mailto:csutton@seniorservicesplus.org">csutton@seniorservicesplus.org</a>	<b>(800) 233-4904 (S)</b> (618) 465-3298 Ext. 127 FAX: (618) 465-3302
09	Clay, Effingham, Fayette, Jefferson, Marion	<b>ECCOA Ombudsman Program</b> Effingham City/County Committee on Aging 209 South Merchant Street Effingham, IL 62401  Terri Simpson, Regional Ombudsman <a href="mailto:ombuds@seniorservices-ecco.org">ombuds@seniorservices-ecco.org</a>	<b>(800) 283-4070 (S)</b> (217) 347-5216 FAX: (217) 347-5590
10	Crawford, Edwards, Hamilton, Jasper, Lawrence, Richland, Wabash, Wayne, White	<b>SWAN</b> 120 S. Fair, Suite #2 Olney, IL 62450  Cheri Guyer, Regional Ombudsman <a href="mailto:ombudsman@swandvhl.org">ombudsman@swandvhl.org</a> <a href="mailto:cheri.guyer@yahoo.com">cheri.guyer@yahoo.com</a>	<b>(888) 715-6260 (S)</b> (618) 879-2214 FAX: (618) 392-5514
11	Alexander, Franklin, Gallatin, Hardin, Jackson, Johnson, Massac, Perry, Pope, Pulaski, Saline, Union, Williamson	<b>Shawnee Alliance for Seniors</b> Shawnee Health Services 6355 Brandhorst Drive Carterville, IL 62918-9802  Elaina Finnie, Regional Ombudsman <a href="mailto:ombudsman@shsdc.org">ombudsman@shsdc.org</a>	<b>(800) 642-7773 (N)</b> (618) 985-8322 FAX: (618) 985-3080
12	City of Chicago	<b>Chicago Department of Family &amp; Support Services</b> 1615 West Chicago Avenue, 3 <sup>rd</sup> Floor Chicago, IL 60622	<b>(312)-746-7490</b> FAX: (312) 746-6506

		Bernard Cobbins, Regional Ombudsman <a href="mailto:bernard.cobbins@cityofchicago.org">bernard.cobbins@cityofchicago.org</a>	
13	City of Evanston	<b>City of Evanston Senior Services</b> 300 Dodge Avenue Evanston, Illinois 60202 Audrey Thompson, Regional Ombudsman <a href="mailto:ombudsman@cityofevanston.org">ombudsman@cityofevanston.org</a>	<b>(847) 448-8696</b> FAX: (847) 869-6183
<b>PSA</b>	<b>Counties Served</b>	<b>Regional Long-Term Care Ombudsman Program &amp; Provider Agency</b>	<b>Telephone Number</b>
13	Suburban Cook County Except the City of Evanston	<b>LAF – Legal Assistance Foundation</b> 120 S. LaSalle Street Suite 900 Chicago, IL 60603-3425 Lawrence Wagner, Regional Ombudsman <a href="mailto:OmbudsmanIntake2@lafchicago.org">OmbudsmanIntake2@lafchicago.org</a>	<b>(888) 401-8200 (S)</b> FAX: (312) 431-2121

**OFFICE OF STATE LONG-TERM CARE OMBUDSMAN  
CONTACT INFO:**



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Illinois Department on Aging Senior HelpLine: 1-800-252-8966  
Illinois Department of Public Health Hotline: 1-800-252-4343

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