



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

Updated 3/3/2017



(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 | Catholic Charities Long-Term Care Ombudsman Program 6116 Mulford Village Drive, Suite 9 Rockford, IL 61107 Cathy Weightman-Moore, Regional Ombudsman Cweightman-moore@rockforddiocese.org | (800) 369-0895 (N) (815) 316-0040 FAX: (815) 316-0042 |
| 02 | DuPage | DuPage County Department of Community Services 421 North County Farm Road Wheaton, IL 60187 Natasha Belli, Co-Regional Ombudsman Natasha.Belli@dupageco.org | (800) 942-9412 (R) Main intake line: (630) 407-6500 FAX: (630) 407-6501 |
| | Kane, Kendall, McHenry | Senior Services Associates, Inc. 900 North Lake Aurora, IL 60506 Stephanie Roberts, Regional Ombudsman sroberts@seniorservicesassoc.org | (630) 897-4035 FAX: (630) 897-6901 (Aurora) |
| | Lake | LAF – Legal Assistance Foundation 120 S. LaSalle Suite 900 Chicago, IL 60603-3425 Suzanne Courtheoux, Regional Ombudsman OmbudsmanIntake2@lafchicago.org | (888) 401-8200 (S) FAX: (312) 431-2121 |
| | Grundy, Kankakee, Will | Catholic Charities, Diocese of Joliet 16555 Weber Rd. Crest Hill, IL 60403 Kate Flynn, Regional Ombudsman kflynn@cc-doj.org | (815) 724-1120 (815) 932-1921 Intake Line FAX: (815) 723-3452 |

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| 03 | Bureau, Henderson, Henry, Knox, LaSalle, McDonough, Mercer, Putnam, Rock Island, Warren | Alternatives for the Older Adult 1803 7 th Street Moline, IL 61265 Jennifer Glackin, Regional Ombudsman JGlackin@alternativesforyou.org | (800) 798-0988 (S) (309) 736-6812 FAX: (309) 277-0163 |
| 04 | Fulton, Marshall, Peoria, Stark, Tazewell, Woodford | The Center for Prevention of Abuse Adult Protective Services of Peoria 720 Joan Court Peoria, IL 61614 JR Friedrich, Regional Ombudsman jfriedrich@centerforpreventionofabuse.org | (309) 272-2917 FAX: (309) 637-3907 |
| 05 | Champaign, Clark, Coles, Cumberland, DeWitt, Douglas, Edgar, Ford, Iroquois, Livingston, Macon, McLean, Moultrie, Piatt, Shelby, Vermilion | ECIAAA Long-Term Care Ombudsman Program East Central Illinois Area Agency on Aging, Inc. 1003 Maple Hill Road Bloomington, IL 61704-9327 Angie Baker, Regional Ombudsman abaker@eciaaa.org | (800) 888-4456 (R) (309) 829-2065 FAX: (309) 829-6021 |
| 06 | Adams, Brown, Calhoun, Hancock, Pike, Schuyler | Alternatives for the Older Adult 1803 7 th Street Moline, IL 61265 Stephen Maxwell, Regional Ombudsman Smaxwell@alternativesforyou.org | (800) 798-0988 (S) (309) 736-6812 FAX: (309) 277-0163 |
| 07 | Cass, Christian, Greene, Jersey, Logan, Macoupin, Mason, Menard, Montgomery, Morgan, Sangamon, Scott | ICARE – Project Advocate Area Agency on Aging for Lincolnland 3100 Montvale Dr. Springfield, IL 62704 Megan Jizmagian, Regional Ombudsman megan@icare.ws | (800) 842-8538 (S) (217) 523-8419 FAX: (217) 679-7919 |
| 08 | Bond, Clinton, Madison, Monroe, Randolph, St. Clair, Washington | SSP Ombudsman Program Senior Services Plus, Inc. 2603 North Rodgers Ave Alton, IL 62202 Chris Sutton, Regional Ombudsman csutton@seniorservicesplus.org | (800) 233-4904 (S) (618) 465-3298 Ext. 127 FAX: (618) 465-3302 |

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| 09 | Clay, Effingham, Fayette, Jefferson, Marion | Senior Protective Services Effingham City/County Committee on Aging 209 South Merchant Street Effingham, IL 62401 Terri Simpson, Regional Ombudsman tsimpson@seniorservices-eccoa.org | (800) 283-4070 (S) (217) 347-5216 FAX: (217) 347-5590 |
| 10 | Crawford, Edwards, Hamilton, Jasper, Lawrence, Richland, Wabash, Wayne, White | SWAN P.O. Box 176 Olney, IL 62450 Karen Stevens, Regional Ombudsman Ltcop.il.10@gmail.com | (888) 715-6260 (S) (618) 392-3556 FAX: (618) 392-5514 |
| 11 | Alexander, Franklin, Gallatin, Hardin, Jackson, Johnson, Massac, Perry, Pope, Pulaski, Saline, Union, Williamson | Shawnee Alliance for Seniors Shawnee Health Services 6355 Brandhorst Drive Carterville, IL 62918-9802 Jeanene Edmison, Regional Ombudsman dedmison@shsdc.org | (800) 642-7773 (N) (618) 985-8322 FAX: (618) 985-3080 |
| 12 | City of Chicago | Chicago Department of Family & Support Services 1615 West Chicago Avenue, 3 rd Floor Chicago, IL 60622 Bernard Cobbins, Regional Ombudsman bernard.cobbins@cityofchicago.org | (312)-746-7490 FAX: (312) 746-6506 |
| 13 | City of Evanston | City of Evanston Senior Services 300 Dodge Avenue Evanston, Illinois 60202 Audrey Thompson, Regional Ombudsman athompson@cityofevanston.org | (847) 448-8173 FAX: (847) 869-6183 |
| | Suburban Cook County Except the City of Evanston | LAF – Legal Assistance Foundation 120 S. LaSalle Street Suite 900 Chicago, IL 60603-3425 Julie Harcum Brennan, Regional Ombudsman OmbudsmanIntake2@lafchicago.org | (888) 401-8200 (S) FAX: (312) 431-2121 |

OFFICE OF STATE LONG-TERM CARE OMBUDSMAN

CONTACT INFO:



State Long-Term Care Ombudsman

Jamie Freschi

Illinois Department on Aging
One Natural Resources Way, #100
Springfield, IL 62702-1271

(217) 785-3143

Fax: (217) 524-9644

Cell: (217) 725-6799

Jamie.Freschi@illinois.gov

Deputy State Home Care Ombudsman

LaRhonda Williams

Illinois Department on Aging
One Natural Resources Way, #100
Springfield, Illinois 62702-1271

LaRhonda.Williams@illinois.gov

(217) 557-2125

Fax: (217) 524-9644

Deputy State Long-Term Care Ombudsman

Chuck Miller

Illinois Department on Aging
One Natural Resources Way, #100
Springfield, IL 62702-1271

chuck.miller@illinois.gov

(217) 785-3379

Fax: (217) 524-9644

Ombudsman Specialist

Jessica Belsly

Illinois Department on Aging
One Natural Resources Way, #100
Springfield, IL 62702-1271

Jessica.Belsly@illinois.gov

Illinois Department on Aging Senior HelpLine: 1-800-252-8966

Illinois Department of Public Health Hotline: 1-800-252-4343

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Updated 3/3/2017