



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

Updated 8/25/2020



(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	<p>Catholic Charities Long-Term Care Ombudsman Program 431 S. Phelps Ave., Suite 607 Rockford, IL 61108-3101</p> <p>Cathy Weightman-Moore, Regional Ombudsman ccombudsmaninfo@rockforddiocese.org cweightman-moore@rockforddiocese.org</p>	<p>(800) 369-0895 (N) (779) 210-8700 FAX: (815) 316-0042</p>
02	DuPage	<p>DuPage County Department of Community Services 421 North County Farm Road Wheaton, IL 60187</p> <p>Trish Niewoehner, Regional Ombudsman ITDOMB@dupageco.org Trish.Niewoehner@dupageco.org</p>	<p>(800) 942-9412 (R) Main intake line: (630) 407-6500 FAX: (630) 407-6501</p>
	Kane, Kendall, McHenry	<p>Senior Services Associates, Inc. 2111 Plum Street Aurora, IL 60506</p> <p>Katie Harrison, Regional Ombudsman omb@seniorservicesassoc.org kharrison@seniorservicesassoc.org</p>	<p>(630) 897-4035 FAX: (630) 897-6901 (Aurora)</p>
	Lake	<p>Legal Aid Chicago 120 S. LaSalle Suite 900 Chicago, IL 60603-3425</p> <p>Suzanne Courtheoux, Regional Ombudsman Ombudsman@legalaidchicago.org</p>	<p>(888) 401-8200 (S) FAX: (312) 431-2121</p>
	Grundy, Kankakee, Will	<p>Catholic Charities, Diocese of Joliet 16555 Weber Rd. Crest Hill, IL 60403</p> <p>Sharon McLemen, Regional Ombudsman omb@cc-doj.org smclemen@cc-doj.org</p>	<p>(815) 724-1120 FAX: (815) 723-3452</p>

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	Alternatives for the Older Adult 1803 7 th Street Moline, IL 61265 Jennifer Glackin, Regional Ombudsman ombudsman@alternativesforyou.org	(800) 798-0988 (S) (309) 277-0167 FAX: (309) 277-0163
04	Fulton, Marshall, Peoria, Stark, Tazewell, Woodford	The Center for Prevention of Abuse 720 Joan Court Peoria, IL 61614 Theresa Kuhlmann, Regional Ombudsman Ombudsman@centerforpreventionofabuse.org tkuhlmann@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 301 Oak Street, Suite 2-27 Quincy, IL 62301 Stephen Maxwell, Regional Ombudsman ombudsman@alternativesforyou.org Smaxwell@alternativesforyou.org	(800) 798-0988 (S) (217) 223-2658 (309) 236-4441 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 2731 S. MacArthur Blvd. Springfield, IL 62704 Megan Jizmagian, Regional Ombudsman admin@icare.ws megan@icare.ws	(800) 842-8538 (S) (217) 523-8419 FAX: (217) 679-7919

PSA	Counties Served	Regional Long-Term Care Ombudsman Program & Provider Agency	Telephone Number
08	Bond, Clinton, Madison, Monroe, Randolph, St. Clair, Washington	SSP Ombudsman Program Senior Services Plus, Inc. 2603 North Rodgers Ave Alton, IL 62002 Chris Sutton, Regional Ombudsman ombudsman@seniorservicesplus.org csutton@seniorservicesplus.org	(800) 233-4904 (S) (618) 465-3298 Ext. 127 FAX: (618) 465-3302
09	Clay, Effingham, Fayette, Jefferson, Marion	ECCOA Ombudsman Program Effingham City/County Committee on Aging 209 South Merchant Street Effingham, IL 62401 Terri Simpson, Regional Ombudsman ombuds@seniorservices-ecco.org	(800) 283-4070 (S) (217) 347-5216 FAX: (217) 347-5590
10	Crawford, Edwards, Hamilton, Jasper, Lawrence, Richland, Wabash, Wayne, White	SWAN 120 S. Fair, Suite #2 Olney, IL 62450 Ashley Von Allmen, Regional Ombudsman ombudsman@swandvhl.org	(888) 715-6260 (S) (618) 879-2214 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 Elaina Finnie, Regional Ombudsman ombudsman@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 Callie Sadler, Regional Ombudsman ombudsman@cityofevanston.org	(847) 448-8696 FAX: (847) 869-6183
PSA	Counties Served	Regional Long-Term Care Ombudsman Program & Provider Agency	Telephone Number
13	Suburban Cook County Except the City of Evanston	Legal Aid Chicago 120 S. LaSalle Street Suite 900 Chicago, IL 60603-3425 Lawrence Wagner, Regional Ombudsman Ombudsman@legalaidchicago.org	(888) 401-8200 (S) FAX: (312) 431-2121

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



State Long-Term Care Ombudsman

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Deputy State Home Care Ombudsman

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Ombudsman Specialist

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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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