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<tbody>
<tr>
<td>01</td>
<td>Boone, Carroll, DeKalb, JoDaviess, Lee, Ogle, Stephenson, Whiteside, Winnebago</td>
<td>Catholic Charities Long-Term Care Ombudsman Program 431 S. Phelps Ave., Suite 607 Rockford, IL 61108-3101  Julie Schuppner, Regional Ombudsman <a href="mailto:ccombudsmaninfo@rockforddiocese.org">ccombudsmaninfo@rockforddiocese.org</a> <a href="mailto:jschuppner@rockforddiocese.org">jschuppner@rockforddiocese.org</a></td>
<td>(800) 369-0895 (N) (779) 210-8700 FAX: (815) 316-0042</td>
</tr>
<tr>
<td>02</td>
<td>DuPage</td>
<td>DuPage County Department of Community Services 421 North County Farm Road Wheaton, IL 60187  Trish Niewoehner, Regional Ombudsman <a href="mailto:ITDOMB@dupageco.org">ITDOMB@dupageco.org</a> <a href="mailto:Trish.Niewoehner@dupageco.org">Trish.Niewoehner@dupageco.org</a></td>
<td>(800) 942-9412 (R) Main intake line: (630) 407-6500 FAX: (630) 407-6501</td>
</tr>
<tr>
<td></td>
<td>Kane, Kendall, McHenry</td>
<td>Senior Services Associates, Inc. 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></td>
<td>(630) 897-4035 FAX: (630) 897-6901 (Aurora)</td>
</tr>
<tr>
<td></td>
<td>Lake</td>
<td>Legal Aid Chicago 120 S. LaSalle Suite 900 Chicago, IL 60603-3425  Suzanne Courtheoux, Regional Ombudsman <a href="mailto:Ombudsman@legalaidchicago.org">Ombudsman@legalaidchicago.org</a></td>
<td>(888) 401-8200 (S) FAX: (312) 431-2121</td>
</tr>
<tr>
<td></td>
<td>Grundy, Kankakee, Will</td>
<td>Catholic Charities, Diocese of Joliet 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></td>
<td>(815) 724-1120 FAX: (815) 723-3452</td>
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| 03  | Bureau, Henderson, Henry, Knox, LaSalle, McDonough, Mercer, Putnam, Rock Island, Warren | **Alternatives for the Older Adult**  
1803 7th Street  
Moline, IL 61265  
Jennifer Glackin, Regional Ombudsman  
omбудsman@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  
omбудsman@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 |
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| 08  | Bond, Clinton, Madison, Monroe, Randolph, St. Clair, Washington | **SSP Ombudsman Program**  
Senior Services Plus, Inc.  
2603 North Rodgers Ave  
Alton, IL  62002  
Tracie Ramel-Smith, Interim Regional Ombudsman  
ombudsman@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  
Shae Ashley, Regional Ombudsman  
ombuds@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**  
120 S. Fair, Suite #2  
Olney, IL  62450  
Ashley Von Almen, Regional Ombudsman  
ombuds@seniorservices-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, 3rd Floor  
Chicago, IL  60622  
Bernard Cobbins, Regional Ombudsman  
bernard.cobbins@cityofchicago.org | (312) 746-7490  
FAX: (312) 746-6506 |
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<td>City of Evanston</td>
<td><strong>City of Evanston Senior Services</strong></td>
<td>(847) 448-8696</td>
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<tr>
<td></td>
<td></td>
<td>2100 Ridge Avenue</td>
<td>FAX: (847) 869-6183</td>
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<td>Evanston, Illinois 60202</td>
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<td>Candice Mitchell, Regional Ombudsman</td>
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<td><a href="mailto:ombudsman@cityofevanston.org">ombudsman@cityofevanston.org</a></td>
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<tr>
<td>13</td>
<td>Suburban Cook County</td>
<td><strong>Legal Aid Chicago</strong></td>
<td>(888) 401-8200 (S)</td>
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<td>Except the City of Evanston</td>
<td>120 S. LaSalle Street</td>
<td>FAX: (312) 431-2121</td>
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<td></td>
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<td>Suite 900</td>
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<td>Chicago, IL  60603-3425</td>
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<td>Lawrence Wagner, Regional Ombudsman</td>
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<td><a href="mailto:Ombudsman@legalaidchicago.org">Ombudsman@legalaidchicago.org</a></td>
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OFFICE OF STATE LONG-TERM CARE OMBUDSMAN
CONTACT INFO:

Aging.SLTCOProgram@illinois.gov
State Long-Term Care Ombudsman
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555 W. Monroe St., 15th Floor
Chicago, IL 60661
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Springfield, Illinois 62702-1271
joe.danner@illinois.gov
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Fax: (217) 524-9644

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lee.moriarty@illinois.gov
(773) 519-4605
(312) 814-1510

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

Updated 12/29/2021