



State of Illinois
Illinois Department on Aging

Illinois Long-Term Care Ombudsmen

Office of the Illinois Long-Term Care Ombudsmen

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Illinois Department of Aging **Senior HelpLine:**
1-800-252-8966, 1-888-206-1327 (TTY)

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

| PSA | Counties Served | Regional Long-Term Care Ombudsman Program and Provider Agency | Telephone Number |
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| 01 | Boone, Carroll, DeKalb, JoDaviess, Lee, Ogle, Stephenson, Whiteside, Winnebago | <p>Catholic Charities Long-Term Care Ombudsman Program Catholic Charities, Diocese of Rockford 102 S. Madison St. Rockford, Illinois 61104</p> <p>Cathy Weightman-Moore, Regional Ombudsman ccombudsman@ccrfd.org</p> | <p>1-800-369-0895 (S) 815-966-5300</p> <p>FAX: 815-962-9036</p> |
| 02 | DuPage | <p>DuPage County Department of Community Services 421 North County Farm Road Wheaton, Illinois 60187</p> <p>Natasha Belli, Regional Ombudsman natasha.belli@dupageco.org</p> <p>Jeannie Moccio, Co-Regional Ombudsman jeanie.moccio@dupageco.org</p> | <p>1-800-942-9412 (R) 630-407-6500 (main intake)</p> <p>FAX: 630- 407-6501</p> |
| | Kane, Kendall, McHenry | <p>Senior Services Associates, Inc. 900 North Lake Aurora, Illinois 60506</p> <p>Tonya Banks, Regional Ombudsman tbanks@seniorservicesassoc.org</p> | <p>847-741-0404 (Elgin) 630-897-4035 (Aurora)</p> <p>FAX: 847-741-2163 (Elgin) 630-897-6901 (Aurora)</p> |
| | Lake | <p>Legal Assistance Foundation of Metropolitan Chicago 828 Davis Street, Suite 201 Evanston, Illinois 60204</p> <p>Robyn O'Neill, Regional Ombudsman roneill@lafchicago.org</p> | <p>1-888-401-8200 (S) 847-425-5100</p> <p>FAX: 847-475-3033</p> |
| | Grundey, Kankakee, Will | <p>Senior Services Center of Will County 251 North Center Joliet, Illinois 60435-7144</p> <p>Diane Shiner, Regional Ombudsman dshiner@agingspecialists.org</p> | <p>1-800-892-1412 (S) 815-740-8492</p> <p>FAX: 815-740-4218</p> |

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| 03 | Bureau, Henderson, Henry, Knox, LaSalle, McDonough, Mercer, Putnam, Rock Island, Warren | <p>Alternatives for the Older Adult, Inc. 1803 Seventh Street Moline, Illinois 61265</p> <p>Jessica Bopes, Regional Ombudsman jbopes@4olderadults.org</p> | <p>1-800-798-0988 (S) 309-277-0167, ext. 262</p> <p>FAX: 309-277-0163</p> |
| 04 | Fulton, Marshall, Peoria, Stark, Tazewell, Woodford | <p>Senior Services of the Center for Prevention of Abuse 720 Joan Court Peoria, Illinois 61614</p> <p>Stasia Miller, Regional Ombudsman smiller@centerforpreventionofabuse.org</p> | <p>309-637-3905</p> <p>FAX: 309-637-3907</p> |
| 05 | Champaign, Clark, Coles, Cumberland, DeWitt, Douglas, Edgar, Ford, Iroquois, Livingston, Macon, McLean, Moultrie, Piatt, Shelby, Vermilion | <p>ECIAAA Long-Term Care Ombudsman Program East Central Illinois Area Agency on Aging, Inc. 1003 Maple Hill Road Bloomington, Illinois 61704-9327</p> <p>Tami Lynn Wacker, Regional Ombudsman twacker@eciaaa.org</p> | <p>1-800-888-4456 (R) 309-829-2065</p> <p>FAX: 309-829-6021</p> |
| 06 | Adams, Brown, Calhoun, Hancock, Pike, Schuyler | <p>West Central Illinois Case Coordination Unit 639 York Street Quincy, Illinois 62301</p> <p>Donna Schutte, Regional Ombudsman dschutte@wciagingnetork.org</p> | <p>1-800-252-9027 (S) 217-222-1189</p> <p>FAX: 217-222-1220</p> |
| 07 | Cass, Christian, Greene, Jersey, Logan, Macoupin, Mason, Menard, Montgomery, Morgan, Sangamon, Scott | <p>ICARE – Project Advocate Illinois Retired Teachers Association Foundation, Inc. 620 North Walnut Street Springfield, Illinois 62702</p> <p>Brigit Dyer-Reynolds, Regional Ombudsman brigitdr@icare.ws</p> | <p>1-800-842-8538 (S) 217-523-8419</p> <p>FAX: 217-523-8493</p> |

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| 08 | Bond, Clinton, Madison, Monroe, Randolph, St. Clair, Washington | <p>Land of Lincoln Ombudsman Program Land of Lincoln Legal Assistance Foundation, Inc. 8787 State Street, Suite 101 East St. Louis, Illinois 62203</p> <p>Brenda Acoff, Regional Ombudsman bacoff@lollaf.org</p> | <p>1-800-644-1221 (S) 618-398-0958</p> <p>FAX: 618-398-4813</p> |
| 09 | Clay, Effingham, Fayette, Jefferson, Marion | <p>Senior Protective Services Effingham City/County Committee on Aging 209 South Merchant Street Effingham, Illinois 62401</p> <p>Katherine Maloy, Regional Ombudsman khettinger@eccoa.info</p> | <p>1-800-283-4070 (S) 217-347-5217</p> <p>FAX: (217) 347-5590</p> |
| 10 | Crawford, Edwards, Hamilton, Jasper, Lawrence, Richland, Wabash, Wayne, White | <p>SWAN P.O. Box 176 Olney, Illinois 62450</p> <p>Tiffany Musselwhite, Regional Ombudsman LTCOP10@yahoo.com</p> | <p>1-888-715-6260 (S) 618-392-3556</p> <p>FAX: 618-392-5514</p> |
| 11 | Alexander, Franklin, Gallatin, Hardin, Jackson, Johnson, Massac, Perry, Pope, Pulaski, Saline, Union, Williamson | <p>Shawnee Alliance for Seniors Shawnee Health Services 6355 Brandhorst Drive Carterville, Illinois 62918-9802</p> <p>Judy Ellet, Regional Ombudsman judyellet@shsdc.org</p> | <p>1-800-642-7773 (N) 618-985-8322</p> <p>FAX: 618-985-3080</p> |
| 12 | City of Chicago | <p>Senior Services Area Agency on Aging Chicago Department of Family and Support Services 30 North LaSalle, Suite 2320 Chicago, Illinois 60602-2586</p> <p>Laura Bass, Regional Ombudsman LBASS@cityofchicago.org</p> | <p>312-744-5957</p> <p>FAX: 312-742-3281</p> |

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| 13 | City of Evanston | Evanston Commission on Aging 2100 Ridge Avenue Evanston, Illinois 60202 Nancy Flowers, Regional Ombudsman aging@cityofevanston.org | 847-866-2963 FAX: 847-448-8133 |
| | Suburban Cook County Except the City of Evanston | Legal Assistance Foundation of Metropolitan Chicago 828 Davis Street, Suite 201 Evanston, Illinois 60204 Robyn O'Neill, Regional Ombudsman roneill@lafchicago.org | 1-888-401-8200 (S) 847-425-5100 FAX: 847-475-3033 |

(S) – The telephone number is toll free statewide

Last updated: October 7, 2009

(R) – The telephone number is toll free for the local region

(N) – The telephone number is toll free nationally