

HOME & COMMUNITY OMBUDSMAN CONTACT LIST

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 Catholic Charities, Diocese of Rockford 6116 Mulford Village Drive Suite 9 Rockford, IL 61107</p> <p>Cathy Weightman-Moore, Regional Ombudsman Cweightman-moore@rockforddiocese.org</p>	<p>(800) 369-0895.....(N) 815-316-0040</p> <p>Fax: (815)-316-0042</p>
02	DuPage	<p>DuPage County Department of Community Services 421 North County Farm Road Wheaton, IL 60187</p> <p>Natasha Belli, Co-Regional Ombudsman Natasha.Belli@dupageco.org</p> <p>Jeanie Moccio, Co-Regional Ombudsman Jeanie.Moccio@dupageco.org</p>	<p>(800) 942-9412.....(R) Main intake line: (630) 407-6500</p> <p>Fax: (630) 407-6501</p>
Kane, Kendall, McHenry	<p>Senior Services Associates, Inc. 900 North Lake Aurora, IL 60506</p> <p>Tom VanCleave, Regional Ombudsman TvanCleave@seniorservicesassoc.org</p>	<p>(630) 897-4035 FAX: (630) 897-6901</p>	
Lake	<p>Legal Assistance Foundation 120 South LaSalle Suite 900 Chicago, IL 60603-3425</p> <p>Deanne Medina, Ombudsman DMedina@lafchicago.org</p>	<p>(312) 229-6310</p> <p>FAX: (312) 612-1510</p>	
Grundy, Kankakee, Will	<p>Senior Services Center of Will County 251 North Center Joliet, IL 60435-7144</p> <p>Elizabeth Guzman, Regional Ombudsman eguzman@agingspecialists.org</p>	<p>(800) 892-1412.....(S) (815)-740-8492</p> <p>FAX: (815) 740-4218</p>	
03	Bureau, Henderson, Henry, Knox, LaSalle, McDonough, Mercer, Putnam, Rock Island, Warren	<p>Alternatives for the Older Adult, Inc. 1803 7th Street Moline, IL 61265</p> <p>Jennifer Glackin, Regional Ombudsman JGlackin@alternativesforyou.org</p>	<p>(800) 798-0988.....(S) (309) 277-0167</p> <p>Fax: (309) 277-0163</p>

04	Fulton, Marshall, Peoria, Stark, Tazewell, Woodford	<p>APS of the Center for Prevention of Abuse 720 Joan Ct. Peoria, IL 61614</p> <p>JR Friedrich, Regional Ombudsman jfriedrich@centerforpreventionofabuse.org</p>	(309) 637-3905 Fax: (309) 637-3907
05	Champaign, Clark, Coles, Cumberland, DeWitt, Douglas, Edgar, Ford, Iroquois, Livingston, Macon, McLean, Moultrie, Piatt, Shelby, Vermilion	<p>ECIAAAA Long Term Care Ombudsman Program East Central Illinois Area Agency on Aging, Inc. 1003 Maple Hill Road Bloomington, IL 61704-9327</p> <p>Theresa Whipple, Regional Ombudsman twhipple@eciaaaa.org</p>	(800) 888-4456.....(R) (309) 829-2065 Fax: (309) 829-6021
06	Adams, Brown, Calhoun, Hancock, Pike, Schuyler	<p>West Central Illinois Case Coordination Unit 639 York Street Quincy, IL 62301</p> <p>Vickie Lierly, Regional Ombudsman vlierle@wciagingnetwork.org</p>	(800) 252-9027.....(S) (217) 222-1189 Fax: (217) 222-1220
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, IL 62702</p> <p>Jamie Freschi, Regional Ombudsman jamie@icare.ws</p>	(800) 842-8538.....(S) (217) 523-8419 Fax: (217) 523-8493
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, IL 62203</p> <p>Brenda Acoff, Regional Ombudsman BAcoff@lollaf.org</p>	(800) 644-1221.....(S) (618) -398-0958 Fax: (618) 398-4813
09	Clay, Effingham, Fayette, Jefferson, Marion	<p>Senior Protective Services Effingham City/County Committee on Aging 209 South Merchant St. Effingham, IL 62401</p> <p>Terri Simpson, Regional Ombudsman tsimpson@eccoa.info</p>	(800) 283-4070.....(S) (217) 347-5216 Fax: (217) 347-5590
10	Crawford, Edwards, Hamilton, Jasper, Lawrence, Richland, Wabash, Wayne, White	<p>SWAN P.O. Box 176 Olney, IL 62450</p> <p>Karen Stevens, Regional Ombudsman Ltcop10@yahoo.com</p>	(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	<p>Shawnee Alliance for Seniors Shawnee Health Services 6355 Brandhorst Drive Carterville, IL 62918-9802</p> <p>Meaghan Roberts, Regional Ombudsman mroberts@shsdc.org</p>	<p>(800) 642-7773.....(N) (618) 985-8322</p> <p>Fax: (618) 985-3080</p>
12	City of Chicago (Home & Community)	<p>Access Living of Metropolitan Chicago 115 West Chicago Avenue Chicago, IL 60654</p> <p>Tiffany Askew, Ombudsman taskew@accessliving.org</p>	<p>800) 613-8549 (312) 640-2111 (direct line) (312) 640-2152 Ombudsman Hotline (312) 640-2100, (312) 640-2102 (TTY), 312) 640-2101 fax</p>
13	City of Evanston	<p>Evanston Commission on Aging 300 Dodge Avenue Evanston, Illinois 60202</p> <p>Audrey Thompson, Regional Ombudsman athompson@cityofevanston.org</p>	<p>(847) 448-8173</p> <p>Fax: (847) 869-6183</p>
	Suburban Cook County Except the City of Evanston	<p>Legal Assistance Foundation 120 South LaSalle Street Suite 900 Chicago, IL 60603-3425</p> <p>Deanne Medina, Ombudsman DMedina@lafchicago.org</p>	<p>(312) 229-6310 F AX: (312) 612-1510</p>

OFFICE OF STATE LONG TERM CARE OMBUDSMAN CONTACT INFO:

State Long Term Care Ombudsman

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Illinois Department on Aging
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Deputy State Long Term Care Ombudsman

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Illinois Dept of Aging Senior HelpLine: 1-800-252-8966
Illinois Dept. 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: 11/14/14