



State of Illinois
Illinois Department on Aging

Illinois Long-Term Care Ombudsmen

Office of the
Illinois Long-Term Care Ombudsmen

Illinois Department on Aging
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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 & Provider Agency	Telephone Number
01	Boone, Carroll, DeKalb, JoDaviess, Lee, Ogle, Stephenson, Whiteside, Winnebago	Catholic Charities Long Term Care Ombudsman Program Catholic Charities, Diocese of Rockford 4401 Highcrest Road Rockford, IL 61107 Cathy Weightman-Moore, Regional Ombudsman ccombudsman@ccrfd.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 Jeanie Moccio, Co- Regional Ombudsman Jeanie.Moccio@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 Tonya Banks, Regional Ombudsman tbanks@seniorservicesassoc.org	(630) 897-4035 Aurora Fax: (630) 897-6901 Aurora
	Lake	Legal Assistance Foundation of Metropolitan Chicago 120 S LaSalle Street, Suite 900 Chicago, IL 60603-3425 Kathy Swanson, Regional Ombudsman kswanson@lafchicago.org	(888) 401-8200 (S) Fax: (312) 612-1507
	Grundy, Kankakee, Will	Senior Services Center of Will County 251 North Center Joliet, IL 60435-7144 Diane Shiner, Regional Ombudsman dshiner@agingspecialists.org	(800) 892-412 (S) (815) 740-8492 Fax: (815) 740-4218

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03	Bureau, Henderson, Henry, Knox, LaSalle, McDonough, Mercer, Putnam, Rock Island, Warren	Alternatives for the Older Adult, Inc. 1803 7 th Street Moline, IL 61265 Nancy Schold, Regional Ombudsman NSchold@4olderadults.org	(800) 798-0988 (S) (309) 277-0167, ext. 262 Fax: (309) 277-0163
04	Fulton, Marshall, Peoria, Stark, Tazewell, Woodford	Senior Services of the Center for Prevention of Abuse 720 Joan Ct. Peoria, IL 61614 JR Friedrich, Regional Ombudsman jfriedrich@centerforpreventionofabuse.org	(309) 637-3905 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 Tami Lynn Wacker, Regional Ombudsman TWacker@eciaaa.org	(800) 888-4456 (R) (309) 829-2065 Fax: (309) 829-6021
06	Adams, Brown, Calhoun, Hancock, Pike, Schuyler	West Central Illinois Case Coordination Unit 639 York Street Qunicy, IL 62301 Geneva Hildmann, Regional Ombudsman ghildman@wciagingnetwork.org	(800) 252-9027 (S) (217) 222-1189 Fax: (217) 222-1220
07	Cass, Christian, Greene, Jersey, Logan, Macoupin, Mason, Menard, Montgomery, Morgan, Sangamon, Scott	ICARE – Project Advocate Illinois Retired Teachers Association Foundation, Inc. 620 North Walnut Street Springfield, IL 62702 Jamie Freschi, Regional Ombudsman jamie@icare.ws	(800) 842-8538 (S) (217) 523-8419 Fax: (217) 523-8493

PSA	Counties Served	Regional Long Term Care Ombudsman Program & Provider Agency	Telephone Number
08	Bond, Clinton, Madison, Monroe, Randolph, St. Clair, Washington	Land of Lincoln Ombudsman Program Land of Lincoln Legal Assistance Foundation, Inc. 8787 State Street, Suite 101 East St. Louis, IL 62203 Brenda Acoff, Regional Ombudsman BAcoff@lollaf.org	(800) 644-1221 (S) (618) 398-0958 Fax: (618)398-4813
09	Clay, Effingham, Fayette, Jefferson, Marion	Senior Protective Services Effingham City/County Committee on Aging 209 South Merchant St. Effingham, IL 62401 Terri Simpson, Regional Ombudsman tsimpson@eccoa.info	(800) 283-4070 (S) (217) 347-5217 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 Ltcop10@yahoo.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 Judy Ellet, Regional Ombudsman judyellet@shsdc.org	(800) 642-7773 (N) (618) 985-8322 Fax: (618) 985-3080

PSA	Counties Served	Regional Long Term Care Ombudsman Program & Provider Agency	Telephone Number
12	City of Chicago	Chicago Department of Family & Social Services Senior Services Division 1615 West Chicago Avenue 3 rd fl Chicago, IL 60622 Bernard Cobbins, Regional Ombudsman Bernard.Cobbins@cityofchicago.org	(312) 744-4016 Fax: (312) 746-6506
13	City of Evanston	City of Evanston Senior Services 300 Dodge Avenue Evanston, IL 60202 Audrey Thompson, Community Ombudsman athompson@cityofevanston.org	(847) 448-8173 Fax: (847) 869-6183
13	Suburban Cook County Except the City of Evanston	Legal Assistance Foundation of Metropolitan Chicago 120 S LaSalle Street, Suite 900 Chicago, IL 60603-3425 Kathy Swanson, Regional Ombudsman kswanson@lafchicago.org	(888) 401-8200 (N) Fax: (312) 612-1507

(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

Last updated: February 23, 2012