



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
01	Boone, Carroll, DeKalb, JoDaviess, Lee, Ogle, Stephenson, Whiteside, Winnebago	<p><b>Catholic Charities Long-Term Care Ombudsman Program</b>            Catholic Charities, Diocese of Rockford            102 S. Madison St.            Rockford, Illinois 61104</p> <p>Cathy Weightman-Moore, Regional Ombudsman            ccombudsman@ccrfd.org</p>	<p><b>1-800-369-0895</b> (S)            815-966-5300</p> <p>FAX: 815-962-9036</p>
02	DuPage	<p><b>DuPage County Department of Community Services</b>            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><b>1-800-942-9412</b> (R)            630-407-6500 (main intake)</p> <p>FAX: 630- 407-6501</p>
	Kane, Kendall, McHenry	<p><b>Senior Services Associates, Inc.</b>            900 North Lake            Aurora, Illinois 60506</p> <p>Tonya Banks, Regional Ombudsman            tbanks@seniorservicesassoc.org</p>	<p><b>847-741-0404 (Elgin)</b>  <b>630-897-4035 (Aurora)</b></p> <p>FAX: 847-741-2163 (Elgin)            630-897-6901 (Aurora)</p>
	Lake	<p><b>Legal Assistance Foundation of Metropolitan Chicago</b>            828 Davis Street, Suite 201            Evanston, Illinois 60204</p> <p>Robyn O'Neill, Regional Ombudsman            roneill@lafchicago.org</p>	<p><b>1-888-401-8200</b> (S)            847-425-5100</p> <p>FAX: 847-475-3033</p>
	Grundey, Kankakee, Will	<p><b>Senior Services Center of Will County</b>            251 North Center            Joliet, Illinois 60435-7144</p> <p>Diane Shiner, Regional Ombudsman            dshiner@agingspecialists.org</p>	<p><b>1-800-892-1412</b> (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><b>Alternatives for the Older Adult, Inc.</b>  1803 Seventh Street  Moline, Illinois 61265</p> <p>Jessica Bopes, Regional Ombudsman  jbopes@4olderadults.org</p>	<p><b>1-800-798-0988</b> (S)  309-277-0167, ext. 262</p> <p>FAX: 309-277-0163</p>
04	Fulton, Marshall, Peoria, Stark, Tazewell, Woodford	<p><b>Senior Services of the Center for Prevention of Abuse</b>  720 Joan Court  Peoria, Illinois 61614</p> <p>Stasia Miller, Regional Ombudsman  smiller@centerforpreventionofabuse.org</p>	<p><b>309-637-3905</b></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><b>ECIAAA Long-Term Care Ombudsman Program</b>  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><b>1-800-888-4456</b> (R)  309-829-2065</p> <p>FAX: 309-829-6021</p>
06	Adams, Brown, Calhoun, Hancock, Pike, Schuyler	<p><b>West Central Illinois Case Coordination Unit</b>  639 York Street  Quincy, Illinois 62301</p> <p>Donna Schutte, Regional Ombudsman  dschutte@wciagingnetork.org</p>	<p><b>1-800-252-9027</b> (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><b>ICARE – Project Advocate</b>  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><b>1-800-842-8538</b> (S)  217-523-8419</p> <p>FAX: 217-523-8493</p>

PSA	Counties Served	Regional Long-Term Care Ombudsman Program and Provider Agency	Telephone Number
08	Bond, Clinton, Madison, Monroe, Randolph, St. Clair, Washington	<p><b>Land of Lincoln Ombudsman Program</b>  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><b>1-800-644-1221</b> (S)  618-398-0958</p> <p>FAX: 618-398-4813</p>
09	Clay, Effingham, Fayette, Jefferson, Marion	<p><b>Senior Protective Services</b>  Effingham City/County Committee on Aging  209 South Merchant Street  Effingham, Illinois 62401</p> <p>Katherine Maloy, Regional Ombudsman  khettinger@eccoa.info</p>	<p><b>1-800-283-4070</b> (S)  217-347-5217</p> <p>FAX: (217) 347-5590</p>
10	Crawford, Edwards, Hamilton, Jasper, Lawrence, Richland, Wabash, Wayne, White	<p><b>SWAN</b>  P.O. Box 176  Olney, Illinois 62450</p> <p>Tiffany Musselwhite, Regional Ombudsman  LTCOP10@yahoo.com</p>	<p><b>1-888-715-6260</b> (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><b>Shawnee Alliance for Seniors</b>  Shawnee Health Services  6355 Brandhorst Drive  Carterville, Illinois 62918-9802</p> <p>Judy Ellet, Regional Ombudsman  judyellet@shsdc.org</p>	<p><b>1-800-642-7773</b> (N)  618-985-8322</p> <p>FAX: 618-985-8048</p>
12	City of Chicago	<p><b>Senior Services Area Agency on Aging</b>  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><b>312-744-5957</b></p> <p>FAX: 312-742-3281</p>

PSA	Counties Served	Regional Long-Term Care Ombudsman Program and Provider Agency	Telephone Number
13	City of Evanston	<b>Evanston Commission on Aging</b> 2100 Ridge Avenue Evanston, Illinois 60202  Nancy Flowers, Regional Ombudsman aging@cityofevanston.org	<b>847-866-2963</b>  FAX: 847-448-8133
	Suburban Cook County Except the City of Evanston	<b>Legal Assistance Foundation of Metropolitan Chicago</b> 828 Davis Street, Suite 201 Evanston, Illinois 60204  Robyn O'Neill, Regional Ombudsman roneill@lafchicago.org	<b>1-888-401-8200</b> (S) 847-425-5100  FAX: 847-475-3033

(S) – The telephone number is toll free statewide

Last updated: August 4, 2009

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

(N) – The telephone number is toll free nationally