State of Illinois
Illinois Department on Aging

LONG-TERM CARE OMBUDSMAN PROGRAM
PUBLIC CONTACT LIST

Updated 7/2/2024

Illinois Long-Term Care OMBUDSMAN PROGRAM

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** 431 S. Phelps Ave., Suite 607 Rockford, IL 61108-3101 Julie Schuppner, Regional Ombudsman ccombudsmaninfo@rockforddiocese.org jschuppner@rockforddiocese.org	**(800) 369-0895 (N)** (779) 210-8700 FAX: (815) 316-0042
02	DuPage	**DuPage County Department of Community Services** 421 North County Farm Road Wheaton, IL 60187 Trish Niewoehner, Regional Ombudsman ITDOMB@dupagecounty.gov trish.niewoehner@dupagecounty.gov	**(800) 942-9412 (R)** Main intake line: (630) 407-6500 FAX: (630) 407-6501
	Kane, Kendall, McHenry	**Senior Services Associates, Inc.** 2111 Plum Street Aurora, IL 6050 Chris Mootrey, Regional Ombudsman omb@seniorservicesassoc.org cmootrey@seniorservicesassoc.org	**(630) 897-4035** FAX: (630) 897-6901 (Aurora)
	Lake	**Legal Aid Chicago** 120 S. LaSalle Suite 900 Chicago, IL 60603-3425 Suzanne Courtheoux, Regional Ombudsman ombudsman@legalaidchicago.org	**(888) 401-8200 (S)** FAX: (312) 431-2121
	Grundy, Kankakee, Will	**Catholic Charities, Diocese of Joliet** 16555 Weber Rd. Crest Hill, IL 60403 Sharon McLemen, Regional Ombudsman omb@cc-doj.org smclemen@cc-doj.org	**(815) 724-1120** FAX: (815) 723-3452

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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 Aly Irish, Regional Ombudsman ombudsman@alternativesforyou.org airish@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 John Worsham, Regional Ombudsman ombudsman@centerforpreventionofabuse.org jworsham@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 Aaron Runyon, Regional Ombudsman ombudsman@alternativesforyou.org arunyon@alternativesforyou.org	**(800) 798-0988 (S)** (217) 223-2658 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 Lincoln land 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, Regional Ombudsman ombudsman@seniorservicesplus.org	**(855) 336-4778 (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 Lisa Light, Regional Ombudsman llight@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 Sharp, Regional Ombudsman ombudsman@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

PSA	Counties Served	Regional Long-Term Care Ombudsman Program & Provider Agency	Telephone Number
13	City of Evanston	**City of Evanston Health and Human Services** 2100 Ridge Avenue Evanston, Illinois 60202 Candice Mitchell, Regional Ombudsman ombudsman@cityofevanston.org	**(847) 448-8696** FAX: (847) 869-6183
13	Suburban Cook County Except the City of Evanston	**Legal Aid Chicago** 120 S. LaSalle Street Suite 900 Chicago, IL 60603-3425 Lawrence Wagner, Regional Ombudsman ombudsman@legalaidchicago.org	**(888) 401-8200 (S)** FAX: (312) 431-2121

OFFICE OF STATE LONG-TERM CARE OMBUDSMAN
CONTACT INFO:

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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