State of Illinois
Illinois Department on Aging

LONG-TERM CARE OMBUDSMAN PROGRAM
PUBLIC CONTACT LIST

Updated 4/22/2016

Illinois Long-Term Care OMBUDSMAN PROGRAM

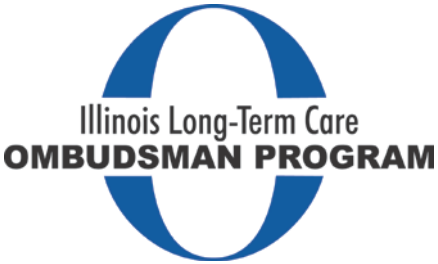
(S) – The telephone number is toll free statewide; (R) – The telephone number is toll free for the local region; (N) – The telephone number is toll free nationally

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** 6116 Mulford Village Drive, Suite 9 Rockford, IL 61107 Cathy Weightman-Moore, Regional Ombudsman Cweightman-moore@rockforddiocese.org	**(800) 369-0895 (N)** (815) 316-0040 FAX: (815) 316-0042
02	DuPage **(MMAI)**	**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 **(Kane – MMAI)**	**Senior Services Associates, Inc.** 900 North Lake Aurora, IL 60506 Stephanie Owen, Regional Ombudsman sowen@seniorservicesassoc.org	**(630) 897-4035** FAX: (630) 897-6901 (Aurora)
	Lake **(MMAI)**	**LAF – Legal Assistance Foundation** 120 S. LaSalle Suite 900 Chicago, IL 60603-3425 **(Long-Term Care)** Suzanne M. Courtheoux, Regional Ombudsman ombudsmanintake@lafchicago.org **(Home Care Only)** Deanne Medina ombudsmanintake@lafchicago.org	**(888) 401-8200 (S)** (312) 229-6310 FAX: (312) 431-2121
	Grundy, Kankakee, Will **(Will, Kankakee – MMAI)**	**Catholic Charities, Diocese of Joliet** 249 S. Schuyler Avenue, Suite 300 Kankakee, IL 60901-3809 Elizabeth Guzman, Regional Ombudsman eguzman@cc-doj.org	**(815) 932-1921** (815) 933-7791 FAX: (815) 933-4601

PSA	Counties Served	Regional Long-Term Care Ombudsman Program & Provider Agency	Telephone Number
03	Bureau, Henderson, Henry, Knox, LaSalle, McDonough, Mercer, Putnam, Rock Island, Warren **(Knox – MMAI)**	**Alternatives for the Older Adult, Inc.** 1803 7th Street Moline, IL 61265 Jennifer Glackin, Regional Ombudsman JGlackin@alternativesforyou.org	**(800) 798-0988 (S)** (309) 736-6812 FAX: (309) 277-0163
04	Fulton, Marshall, Peoria, Stark, Tazewell, Woodford **(Peoria, Stark, Tazewell – MMAI)**	**APS of the Center for Prevention of Abuse** 720 Joan Court 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 **(Champaign, DeWitt, Ford, Macon, McLean, Piatt, Vermilion – MMAI)**	**ECIAAA Long-Term Care Ombudsman Program** East Central Illinois Area Agency on Aging, Inc. 1003 Maple Hill Road Bloomington, IL 61704-9327 Jaime Spears, Regional Ombudsman jspears@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 Quincy, IL 62301 Cristy Fuller, Regional Ombudsman cfuller@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 **(Christian, Logan, Menard, Sangamon –MMAI)**	**ICARE – Project Advocate** Illinois Retired Teachers Association Foundation, Inc. 828 S. Second Street, 1st Floor Springfield, IL 62704 Megan Jizmagian, Regional Ombudsman megan@icare.ws	**(800) 842-8538 (S)** (217) 523-8419 FAX: (217) 523-8493
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

PSA	Counties Served	Regional Long-Term Care Ombudsman Program & Provider Agency	Telephone Number
09	Clay, Effingham, Fayette, Jefferson, Marion	**Senior Protective Services** Effingham City/County Committee on Aging 209 South Merchant Street Effingham, IL 62401 Terri Simpson, Regional Ombudsman tsimpson@seniorservices-eccoa.org	**(800) 283-4070 (S)** (217) 347-5216 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 Jeanene Edmison, Regional Ombudsman dedmison@shsdc.org	**(800) 642-7773 (N)** (618) 985-8322 FAX: (618) 985-3080
12	City of Chicago **(MMAI)**	**Chicago Department of Family & Support Services** 1615 West Chicago Avenue, 3rd Floor Chicago, IL 60622 **(Long-Term Care)** Bernard Cobbins, Regional Ombudsman bernard.cobbins@cityofchicago.org	**(312) 744-4016** FAX: (312) 746-6506
		Access Living of Metropolitan Chicago 115 W. Chicago Avenue Chicago, IL 60654 **(Home Care Only)** Tiffany Askew, Ombudsman taskew@accessliving.org	**(800) 613-8549 (N)** (312) 640-2152 (Ombudsman Hotline) (312) 640-2102 (TTY) FAX: (312) 640-2101

PSA	Counties Served	Regional Long-Term Care Ombudsman Program & Provider Agency	Telephone Number
13	City of Evanston **(MMAI)**	**City of Evanston Senior Services** 300 Dodge Avenue Evanston, Illinois 60202 Audrey Thompson, Regional Ombudsman athompson@cityofevanston.org	**(847) 448-8173** FAX: (847) 869-6183
	Suburban Cook County **(MMAI)** Except the City of Evanston	**LAF – Legal Assistance Foundation** 120 S. LaSalle Street Suite 900 Chicago, IL 60603-3425 **(Long-Term Care)** Kathy Swanson, Regional Ombudsman ombudsmanintake@lafchicago.org **(Home Care Only)** Deanne Medina ombudsmanintake@lafchicago.org	**(888) 401-8200 (S)** FAX: (312) 431-2121



OFFICE OF STATE LONG-TERM CARE OMUDSMAN
CONTACT INFO:

State Long-Term Care Ombudsman
Jamie Freschi
Illinois Department on Aging
One Natural Resources Way, #100
Springfield, IL 62702-1271
(217) 785-3143
Fax: (217) 524-9644
Cell: (217) 725-6799
Jamie.Freschi@illinois.gov

Deputy State Home Care Ombudsman
Gidget Freeberg
Illinois Department on Aging
One Natural Resources Way, #100
Springfield, Illinois 62702-1271
(217) 557-8312
Fax: (217) 524-9644
Cell: (217) 720-2986
Gidget.Freeberg@illinois.gov

Deputy State Managed Care Ombudsman
LaRhonda Williams
Illinois Department on Aging
One Natural Resources Way, #100
Springfield, IL 62702-1271
(217) 557-2125
Fax: (217) 524-9644
LaRhonda.Williams@illinois.gov

Ombudsman Specialist
Jessica Belsly
Illinois Department on Aging
One Natural Resources Way, #100
Springfield, IL 62702-1271
Jessica.Belsly@illinois.gov

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

Updated 4/22/2016