



Office of the Illinois Attorney General

Illinois Attorney General Lisa Madigan

Overview - OAG

The job of the Office of the Attorney General (OAG) is to:

- Advocate on behalf of all of the people of Illinois;
- Legislate with members of the General Assembly for new laws; and
- Litigate to ensure the enforcement of state laws.

Offices and Services

- Consumer Protection (Consumer Fraud and Health Care Bureaus): 800-386-5438
- Identity Theft Hotline: 866-999-5630
- Mortgage Fraud: 866-544-7151

Offices and Services (Cont'd)

- Charitable Trusts: 312-814-2595
- Franchise
- Crime Victim Services: 800-228-3368
- Children's Product Safety Recall Hotline: 888-414-7678

Offices and Services (Cont'd)

- Child Support Enforcement
- Advocating for Older Citizens (Senior Citizens Consumer Fraud Hotline: 800-243-5377)
- Ensuring Public Access
- Environmental Protection: 888-288-9436

Offices and Services (Cont'd)

- Illinois Sex Offender Registry Team Hotline:
888-414-7678
- Financial Crimes
- Prosecuting Medicaid Fraud
- High Tech Crimes

Offices and Services (Cont'd)

- Defending Your Rights:
 - Civil Rights Bureau: 312-814-3400
 - Disability Rights Bureau: 312-814-5684
 - Military and Veterans Rights Bureau: 800-382-3000
 - Labor and Employment
 - Immigrant Assistance Program



Disability Rights Bureau

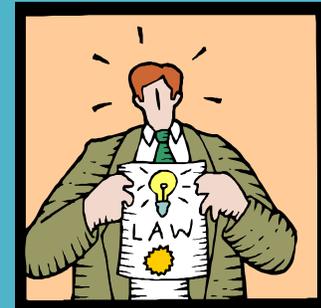
Office of the Illinois Attorney General

Overview - DRB

- Work to protect the rights of people with disabilities to equal access in all aspects of life
- Only Disability Rights Bureau in an AG's office
- Offices in Chicago and Springfield
- Three Attorneys, Four Disability Specialists, One Policy Advisor, Paralegal, Administrative Assistant, Law Clerk

What We Do

- Investigations (over 270 open)
- Technical Assistance (~100 calls/month)
- Trainings throughout the State
- Public Awareness
- Committees
- Legislation
- Litigation



What We Do (Cont'd)

- Respond to complaints of disability discrimination by enforcing state and federal laws
- Seek voluntary compliance to avoid litigation when possible
- Provide information and support to entities as they make corrections to remedy violations

Laws We Enforce

- Illinois Environmental Barriers Act
- Illinois Human Rights Act
- Americans with Disabilities Act
- Fair Housing Act



Our Complaint Process

Complaints can be sent by mail, email, fax, received over the phone, or through the OAG website.

We review all complaints that we receive as a team. We determine whether the OAG has jurisdiction to open an investigation in response to each complaint.

IF THERE IS NO JURISDICTION...

If there is no evidence of a pattern or practice of discrimination, we will not open an investigation. Instead, we will give the complainant technical assistance and/or referrals.

IF THERE IS JURISDICTION...

If there is reason to believe that there is a pattern or practice of discrimination or an architectural violation, we will open an investigation. Generally, we:

1. Request information from the respondent and other relevant sources.
2. Investigate, research, survey the premises, hold a meeting with the respondent, etc.
3. Seek voluntary compliance/settlement: change policy, address all barriers OAG identified, train staff, etc.
4. Consider litigation if necessary.

Examples of Investigations

- Allegation that a municipal police department did not provide a qualified sign language interpreter to a Deaf suspect.
- Allegation that a village lacks curb cuts to allow people who use mobility devices to access the sidewalks.
- Allegation that an insurance company refused to provide car insurance to people with disabilities.

Examples of Investigations

- Allegation that a movie theater does not provide auxiliary aids.
- Allegation that a person who uses a service animal was denied access to a restaurant, municipal building, etc.
- Allegations of physical inaccessibility of courthouses, schools, municipal buildings, restaurants, stores, gyms, hair salons, parks, fairgrounds, parking lots, etc.

When to File a Complaint with Our Bureau

- Denied participation in programs or services based on disability
- Facility or parking is not physically accessible
- Discriminated against in housing or employment because of a disability
- If in doubt, file and we'll help you find the right agency or organization

What We Don't Do...

- Don't represent individuals
- Don't obtain monetary damages for individuals



Contacting Us

Disability Rights Bureau - Chicago Office

(312) 814-5684

TTY: (800) 964-3013

Disability Rights Bureau - Springfield Office

(217) 524-2660

TTY: (877) 844-5461

disabilityrights@atg.state.il.us

<http://www.illinoisattorneygeneral.gov/>

Contacting Me

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