



**LONG-TERM CARE OMBUDSMAN PROGRAM
PUBLIC CONTACT LIST**

Updated 2/10/2021



(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	<p>Catholic Charities Long-Term Care Ombudsman Program 431 S. Phelps Ave., Suite 607 Rockford, IL 61108-3101</p> <p>Julie Schuppner, Regional Ombudsman ccombudsmaninfo@rockforddiocese.org jschuppner@rockforddiocese.org</p>	<p>(800) 369-0895 (N) (779) 210-8700 FAX: (815) 316-0042</p>
02	DuPage	<p>DuPage County Department of Community Services 421 North County Farm Road Wheaton, IL 60187</p> <p>Trish Niewoehner, Regional Ombudsman ITDOMB@dupageco.org Trish.Niewoehner@dupageco.org</p>	<p>(800) 942-9412 (R) Main intake line: (630) 407-6500 FAX: (630) 407-6501</p>
	Kane, Kendall, McHenry	<p>Senior Services Associates, Inc. 2111 Plum Street Aurora, IL 60506</p> <p>Katie Harrison, Regional Ombudsman omb@seniorservicesassoc.org kharrison@seniorservicesassoc.org</p>	<p>(630) 897-4035 FAX: (630) 897-6901 (Aurora)</p>
	Lake	<p>Legal Aid Chicago 120 S. LaSalle Suite 900 Chicago, IL 60603-3425</p> <p>Suzanne Courtheoux, Regional Ombudsman Ombudsman@legalaidchicago.org</p>	<p>(888) 401-8200 (S) FAX: (312) 431-2121</p>
	Grundy, Kankakee, Will	<p>Catholic Charities, Diocese of Joliet 16555 Weber Rd. Crest Hill, IL 60403</p> <p>Sharon McLemen, Regional Ombudsman omb@cc-doj.org</p>	<p>(815) 724-1120 FAX: (815) 723-3452</p>

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03	Bureau, Henderson, Henry, Knox, LaSalle, McDonough, Mercer, Putnam, Rock Island, Warren	Alternatives for the Older Adult 1803 7 th Street Moline, IL 61265 Jennifer Glackin, Regional Ombudsman ombudsman@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 Theresa Kuhlmann, Regional Ombudsman Ombudsman@centerforpreventionofabuse.org tkuhlmann@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 Stephen Maxwell, Regional Ombudsman ombudsman@alternativesforyou.org Smaxwell@alternativesforyou.org	(800) 798-0988 (S) (217) 223-2658 (309) 236-4441 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 Lincolnland 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 Chris Sutton, Regional Ombudsman ombudsman@seniorservicesplus.org csutton@seniorservicesplus.org	(800) 233-4904 (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 Terri Simpson, Regional Ombudsman ombuds@seniorservices-ecco.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 Von Almen, 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, 3 rd Floor Chicago, IL 60622 Bernard Cobbins, Regional Ombudsman bernard.cobbins@cityofchicago.org	(312)-746-7490 FAX: (312) 746-6506

13	City of Evanston	City of Evanston Senior Services 300 Dodge Avenue Evanston, Illinois 60202 Callie Sadler, Regional Ombudsman ombudsman@cityofevanston.org	(847) 448-8696 FAX: (847) 869-6183
PSA	Counties Served	Regional Long-Term Care Ombudsman Program & Provider Agency	Telephone Number
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

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