



State of Illinois  
Illinois Department on Aging

# Illinois Long-Term Care Ombudsmen

Office of the  
Illinois Long-Term Care Ombudsmen

**Sally Petrone**

State Long-Term Care Ombudsman  
sally.petrone@illinois.gov  
217-785-3143

**Neyna Johnson**

Deputy State Long-Term Care Ombudsman  
neyna.johnson@illinois.gov  
217-785-3140

Illinois Department on Aging  
One Natural Resources Way, Suite 100  
Springfield, IL 62702-1271  
Fax: 217-524-9644

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 & Provider Agency	Telephone Number
01	Boone, Carroll, DeKalb, JoDaviess, Lee, Ogle, Stephenson, Whiteside, Winnebago	<b>Catholic Charities Long Term Care Ombudsman Program</b> Catholic Charities, Diocese of Rockford 4401 Highcrest Road Rockford, IL 61107 Cathy Weightman-Moore, Regional Ombudsman ccombudsman@ccrfd.org	<b>(800) 369-0895</b> (N) (815) 316-0040 Fax: (815) 316-0042
02	DuPage	<b>DuPage County Department of Community Services</b> 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	<b>(800) 942-9412</b> (R) Main Intake line: (630) 407-6500 Fax: (630) 407-6501
	Kane, Kendall, McHenry	<b>Senior Services Associates, Inc.</b> 900 North Lake Aurora, IL 60506 Tonya Banks, Regional Ombudsman tbanks@seniorservicesassoc.org	<b>(630) 897-4035 Aurora</b> Fax: (630) 897-6901 Aurora
	Lake	<b>Legal Assistance Foundation of Metropolitan Chicago</b> 120 S LaSalle Street, Suite 900 Chicago, IL 60603-3425 Kathy Swanson, Regional Ombudsman kswanson@lafchicago.org	<b>(888) 401-8200</b> (S) Fax: (312) 612-1507
	Grundy, Kankakee, Will	<b>Senior Services Center of Will County</b> 251 North Center Joliet, IL 60435-7144 Diane Shiner, Regional Ombudsman dshiner@agingspecialists.org	<b>(800) 892-412</b> (S) (815) 740-8492 Fax: (815) 740-4218

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03	Bureau, Henderson, Henry, Knox, LaSalle, McDonough, Mercer, Putnam, Rock Island, Warren	<b>Alternatives for the Older Adult, Inc.</b> 1803 7 <sup>th</sup> Street Moline, IL 61265  Nancy Schold, Regional Ombudsman NSchold@4olderadults.org	<b>(800) 798-0988</b> (S) (309) 277-0167, ext. 262  Fax: (309) 277-0163
04	Fulton, Marshall, Peoria, Stark, Tazewell, Woodford	<b>Senior Services of the Center for Prevention of Abuse</b> 720 Joan Ct. Peoria, IL 61614  JR Friedrich, Regional Ombudsman jfriedrich@centerforpreventionofabuse.org	<b>(309) 637-3905</b>  Fax: (309) 637-3907
05	Champaign, Clark, Coles, Cumberland, DeWitt, Douglas, Edgar, Ford, Iroquois, Livingston, Macon, McLean, Moultrie, Piatt, Shelby, Vermilion	<b>ECIAAA Long Term Care Ombudsman Program</b> East Central Illinois Area Agency on Aging, Inc. 1003 Maple Hill Road Bloomington, IL 61704-9327  Tami Lynn Wacker, Regional Ombudsman TWacker@eciaaa.org	<b>(800) 888-4456</b> (R) (309) 829-2065  Fax: (309) 829-6021
06	Adams, Brown, Calhoun, Hancock, Pike, Schuyler	<b>West Central Illinois Case Coordination Unit</b> 639 York Street Qunicy, IL 62301  Geneva Hildmann, Regional Ombudsman ghildman@wciagingnetwork.org	<b>(800) 252-9027</b> (S) (217) 222-1189  Fax: (217) 222-1220
07	Cass, Christian, Greene, Jersey, Logan, Macoupin, Mason, Menard, Montgomery, Morgan, Sangamon, Scott	<b>ICARE – Project Advocate</b> Illinois Retired Teachers Association Foundation, Inc. 620 North Walnut Street Springfield, IL 62702  Jamie Freschi, Regional Ombudsman jamie@icare.ws	<b>(800) 842-8538</b> (S) (217) 523-8419  Fax: (217) 523-8493

PSA	Counties Served	Regional Long Term Care Ombudsman Program & Provider Agency	Telephone Number
08	Bond, Clinton, Madison, Monroe, Randolph, St. Clair, Washington	<b>Land of Lincoln Ombudsman Program</b> Land of Lincoln Legal Assistance Foundation, Inc. 8787 State Street, Suite 101 East St. Louis, IL 62203  Brenda Acoff, Regional Ombudsman BAcoff@lollaf.org	<b>(800) 644-1221</b> (S) (618) 398-0958  Fax: (618)398-4813
09	Clay, Effingham, Fayette, Jefferson, Marion	<b>Senior Protective Services</b> Effingham City/County Committee on Aging 209 South Merchant St. Effingham, IL 62401  Terri Simpson, Regional Ombudsman tsimpson@eccoa.info	<b>(800) 283-4070</b> (S) (217) 347-5217  Fax: (217) 347-5590
10	Crawford, Edwards, Hamilton, Jasper, Lawrence, Richland, Wabash, Wayne, White	<b>SWAN</b> P.O. Box 176 Olney, IL 62450  Karen Stevens, Regional Ombudsman Ltcop10@yahoo.com	<b>(888) 715-6260</b> (S) (618) 392-3556  Fax: (618) 392-5514
11	Alexander, Franklin, Gallatin, Hardin, Jackson, Johnson, Massac, Perry, Pope, Pulaski, Saline, Union, Williamson	<b>Shawnee Alliance for Seniors</b> Shawnee Health Services 6355 Brandhorst Drive Carterville, IL 62918-9802  Judy Ellet, Regional Ombudsman judyellet@shsdc.org	<b>(800) 642-7773</b> (N) (618) 985-8322  Fax: (618) 985-3080

PSA	Counties Served	Regional Long Term Care Ombudsman Program & Provider Agency	Telephone Number
12	City of Chicago	<b>Chicago Department of Family &amp; Social Services</b> <b>Senior Services Division</b> 1615 West Chicago Avenue 3 <sup>rd</sup> fl Chicago, IL 60622  Bernard Cobbins, Regional Ombudsman Bernard.Cobbins@cityofchicago.org	<b>(312) 744-4016</b>  Fax: (312) 746-6506
13	City of Evanston	<b>City of Evanston Senior Services</b> 300 Dodge Avenue Evanston, IL 60202  Audrey Thompson, Community Ombudsman athompson@cityofevanston.org	<b>(847) 448-8173</b>  Fax: (847) 869-6183
13	Suburban Cook County Except the City of Evanston	<b>Legal Assistance Foundation of Metropolitan Chicago</b> 120 S LaSalle Street, Suite 900 Chicago, IL 60603-3425  Kathy Swanson, Regional Ombudsman kswanson@lafchicago.org	<b>(888) 401-8200</b> (N)  Fax: (312) 612-1507

(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

Last updated: December 29, 2011