



TELEPHONE and E-MAIL DIRECTORY

SPRINGFIELD OFFICE: One Natural Resources Way, #100, Springfield, IL 62702-1271

CHICAGO: 555 W. Monroe St., Suite 1500-S, Chicago, Illinois 60661-3714

OFFICE OF THE DIRECTOR

| | Name | Phone | Fax | E-mail |
|---|---------------------------|-------------------|--------------------|---------------------------------|
| Director | BASTA, PAULA A. | 217-785-2870..... | 217-785-4477 | paula.basta@illinois.gov |
| | | 312-814-4179..... | 312-814-1050 | |
| Deputy Director | DRAGOO, BECKY | 217-558-3925..... | 217-785-4477 | becky.dragoo2@illinois.gov |
| | | 312-814-4996..... | 312-814-1050 | |
| Administrative Assistant (Springfield)..... | SIMON, LATORYA | 217-785-2870..... | 217-785-4477 | latorya.simon@illinois.gov |
| Administrative Assistant (Chicago) | RILEY, PORTIA | 312-814-4179..... | 312-814-1050 | portia.riley@illinois.gov |
| Chief of Staff | D'SOUZA, SELMA C. | 217-785-2870..... | 217-785-4477 | selma.dsouza@illinois.gov |
| | | 312-814-4284..... | 312-814-1050 | |
| General Counsel/Ethics, Privacy Officer | ARMSTEAD, RHONDA | 217-785-3346..... | 217-785-4477 | rhonda.armstead@illinois.gov |
| Chief Internal Auditor | SARTORIOUS, MICHAEL | 217-558-0171..... | 217-785-4477 | michael.sartorious@illinois.gov |
| Human Resources Administrator/EEO Officer..... | TUCKER, ROBIN A. | 217-785-3347..... | 217-557-4918 | robin.a.tucker@illinois.gov |
| Legislative Liaison | SIMMONS, GLORIA | 217-725-4534..... | 217-785-4477 | gloria.simmons2@illinois.gov |
| Director of Communications/Public Information Officer | SCHWEIER, IRIS | 217-785-3143..... | 217-785-4477 | iris.schweier@illinois.gov |
| | | 312-814-8449..... | 312-814-1050 | |
| Senior Policy Advisor | VACANT | | | |
| Special Assistant - Community Engagement and Equity | CORBETT, GLENDA | 312-793-8691..... | 312-814-1050 | glenda.corbett@illinois.gov |

DIV. OF COMMUNITY RELATIONS & OUTREACH

| | Name | Phone | Fax | E-mail |
|---|------------------------------|---------------------|--------------------|-----------------------------|
| Manager..... | ZUURBIER, LISA | 217-785-3371..... | 217-524-6968 | lisa.zuurbier@illinois.gov |
| Deputy Manager..... | MARTIN, LYNETTE | | 217-524-6968 | lynette.martin@illinois.gov |
| Adult Protective Services Hotline (24-Hour, Voice)..... | | 1-866-800-1409 | | |
| Benefit Access Program (Toll-Free, Voice) | | 1-800-252-8966..... | 217-524-6968 | aging.baa@illinois.gov |
| Benefit Access Program | VACANT | | | |
| Senior HelpLine (Toll-Free, Voice) | | 1-800-252-8966..... | 217-524-6968 | aging.ilsenior@illinois.gov |
| SHIP (Senior Health Insurance Program) (Toll-Free, Voice) | | 1-800-252-8966..... | 217-557-8457 | aging.ship@illinois.gov |
| SHIP..... | LEITH, SANDY (Director)..... | 217-785-4047..... | 217-557-8457 | sandy.leith@illinois.gov |
| Illinois Relay Service (TRS) (for the toll-free numbers above)..... | | | 711 | |

DIV. OF FINANCE AND ADMINISTRATION

| | Name | Phone | Fax | E-mail |
|---|-------------------------|-------------------|--------------------|-------------------------------|
| Chief Financial Officer/Manager | HARRIS, SARAH | 217-785-3398..... | 217-524-7777 | sarah.harris@illinois.gov |
| Budget | HOWERTON, EMILY | 217-785-0117..... | 217-524-7777 | emily.howerton2@illinois.gov |
| Business Services & Accounting | MCKEON, THERESA | 217-785-3384..... | 217-524-7777 | theresa.mckeon@illinois.gov |
| Service Development & Procurement | MICHALS, KATHLEEN | 217-785-4476..... | 217-524-7777 | kathleen.michals@illinois.gov |

DIV. OF INNOVATIVE TECHNOLOGY

| | Name | Phone | Fax | E-mail |
|--|---------------------|-------------------|------------|----------------------------|
| Chief Information Officer/Information Tech/Security Officer..... | SMITH, TICAROL..... | 217-558-3915..... | | ticarol.smith@illinois.gov |

DIV. OF PLANNING, TRAINING, RESEARCH & DEVELOPMENT

| | Name | Phone | Fax | E-mail |
|-------------------------------|--------------------------|-------------------|--------------------|-----------------------------------|
| Manager..... | BERKES, MIKE | 217-558-3925..... | 217-785-4477 | mike.berkes@illinois.gov |
| Medicaid Waiver..... | ALEXANDER, CRYSTAL | 217-557-8312..... | 217-785-4477 | chrystal.d.alexander@illinois.gov |
| CCP Budget/Data Analysis..... | FLESCHE, KIMBERLY | 217-785-9017..... | 217-785-4477 | kimberly.flesch@illinois.gov |
| Training & Development..... | GILMAN, MARY | 217-557-6710..... | 217-785-4477 | mary.gilman@illinois.gov |
| Demonstration Programs..... | GONZALEZ, SOPHIA | 312-814-8153..... | 312-814-2916 | sophia.gonzales@illinois.gov |
| Rebalancing..... | ECKERT, JOHN | 217-785-3373..... | 217-785-4477 | john.eckert@illinois.gov |
| HCBS Quality..... | BERKES, MIKE | 217-785-3385..... | 217-785-4477 | mike.berkes@illinois.gov |

DIV. OF HOME & COMMUNITY-BASED SERVICES

| | Name | Phone | Fax | E-mail |
|-------------------------------|-----------------------|-------------------|--------------------|-----------------------------|
| Manager..... | PASTORE, SANDRA | 217-785-3361..... | 217-785-4477 | sandra.pastore@illinois.gov |
| Community Care Program..... | PETERS, CHELSEY | 217-558-8067..... | 217-785-4477 | chelsey.peters@illinois.gov |
| Older American Services | VACANT | | | |

DIV. OF ADVOCACY & PREVENTIVE SERVICES

| | Name | Phone | Fax | E-mail |
|--|-----------------------|-------------------|--------------------|------------------------------|
| Manager..... | PASTOR, BRIAN | 217-558-3917..... | 217-785-4477 | brian.pastor@illinois.gov |
| Deputy Manager..... | WILKERSON, DANA | 217-524-7079..... | 217-785-4477 | dana.wilkerson2@illinois.gov |
| Benefits, Eligibility Assistance, and Monitoring | | | | aging.advisor@illinois.gov |
| Adult Protective Services..... | PASTOR, BRIAN | 217-785-9018..... | 217-785-4477 | brian.pastor@illinois.gov |

OFFICE OF STATE LONG-TERM CARE OMBUDSMAN PROGRAM

| | Name | Phone | Fax | E-mail |
|---|-----------------------|-------------------|--------------------|-----------------------------|
| State Long-Term Care Ombudsman | RICHARDS, KELLY | 314-814-1203..... | 312-814-2916 | kelly.richards@illinois.gov |
| Deputy State Long-Term Care Ombudsman | MILLER, CHUCK | 217-785-3379..... | 217-524-2049 | chuck.miller@illinois.gov |
| Deputy Home Care Ombudsman | DANNER, JOE | | 217-524-2048 | joe.danner@illinois.gov |