



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

Updated 2/17/2026



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@dupagecounty.gov trish.niewoehner@dupagecounty.gov</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>Chris Mootrey, Regional Ombudsman omb@seniorservicesassoc.org cmootrey@seniorservicesassoc.org</p>	<p>(630) 897-4035 FAX: (630) 897-6901 (Aurora)</p>
	Lake	<p>Legal Aid Chicago 200 N. LaSalle Street, Suite 1400 Chicago, IL 60601</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 smclemen@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 3800 Avenue of the Cities, Suite 101 Moline, IL 61265 Aly Irish, Regional Ombudsman ombudsman@alternativesforyou.org airish@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 John Worsham, Regional Ombudsman ombudsman@centerforpreventionofabuse.org jworsham@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 Ryan Gannaway, Regional Ombudsman rgannaway@eciaaa.org	(800) 888-4456 (R) (309) 829-2065 Ext. 1227 FAX: (309) 829-6021
06	Adams, Brown, Calhoun, Hancock, Pike, Schuyler	River's Edge Ombudsman Program 2731 S. MacArthur Blvd. Springfield, IL 62704 Jena Blacketer, Regional Ombudsman jblacketer@reomb.org	(888) 348-2530 (S) (217) 617-4700
07	Cass, Christian, Greene, Jersey, Logan, Macoupin, Mason, Menard, Montgomery, Morgan, Sangamon, Scott	ICARE – Project Advocate Area Agency on Aging for Lincoln land 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 Tracie Ramel-Smith, Regional Ombudsman ombudsman@seniorservicesplus.org tsmith@seniorservicesplus.org	(855) 336-4778 (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 Lisa Light, Regional Ombudsman llight@eccoa.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 Sharp, Regional Ombudsman regionalombudsman@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

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13	City of Evanston	Lorriane H. Morton City Hall City of Evanston - Health and Human Services 909 Davis Street Evanston, Illinois 60201 Candice Mitchell, Regional Ombudsman ombudsman@cityofevanston.org	(847) 448-8696 FAX: (847) 869-6183
13	Suburban Cook County Except the City of Evanston	Legal Aid Chicago 200 N. LaSalle Street, Suite 1400 Chicago, IL 60601 Lawrence Wagner, Regional Ombudsman ombudsman@legalaidchicago.org	(888) 401-8200 (S) FAX: (312) 431-2121

OFFICE OF STATE LONG-TERM CARE OMBUDSMAN
CONTACT INFO:



Aging.SLTCOProgram@illinois.gov
State Long-Term Care Ombudsman

Kelly Richards
Illinois Department on Aging
555 W. Monroe St., 15th Floor
Chicago, IL 60661
(312) 814-1203
Fax: (217) 524-9644
Kelly.Richards@illinois.gov

Deputy State Home Care Ombudsman

Glenda Love
Illinois Department on Aging
One Natural Resources Way, #100
Springfield, IL 62702
Glenda.Love2@illinois.gov
(217) 836-0129
Fax: (217) 524-2048

Deputy State Long-Term Care Ombudsman

Lee Moriarty
Illinois Department on Aging
555 W. Monroe St. 15th Floor
Chicago, IL 60661
Lee.Moriarty@illinois.gov
(312) 814-1510
Fax: (217) 524-2049

Ombudsman Specialist

Jessica Belsly
Illinois Department on Aging
One Natural Resources Way, #100
Springfield, IL 62702
Jessica.Belsly@illinois.gov
(217) 685-7102
Fax: (217) 524-2049

Administrative Assistant II

Farrah Borders
Illinois Department on Aging
One Natural Resources Way, #100
Springfield, IL 62702
Farrah.Borders@illinois.gov
(217) 606-1252
Fax: (217) 524-2049

Ombudsman Training Coordinator

Stephen Maxwell
Illinois Department on Aging
One Natural Resource Way, #100
Springfield, IL 62702
Stephen.Maxwell@illinois.gov
(217) 725-4875
Fax: (217) 524-2049

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