



Office of the Attorney General Programs and Services

The Attorney General is Illinois' chief legal officer and is responsible for protecting the public interests of the state and its residents. As an advocate for state government and public interests, Attorney General Madigan works to protect consumers, help crime victims, safeguard our communities, advocate for older citizens, preserve the environment, ensure an open and honest government, and defend the rights of the citizens of Illinois. She also works with the Legislature to strengthen the law so she may better protect Illinois residents.

The job of the Attorney General 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.

The Attorney General provides services that cover a broad range of issues, reaching every corner of Illinois.

In 2008, the Office of Attorney General Lisa Madigan:

- Received 33,345 consumer complaints;
- Collected \$1,000,945,708.06 on behalf of the People of the State of Illinois;
- Handled more than 2,000 cases ensuring that consumers have adequate health care coverage;
- Assisted in the prosecution of 163 criminal cases;
- Regulated the more than 29,000 charities that operate in Illinois;
- Analyzed and recommended that approximately 4,018 compensation claims be awarded to victims of violent crimes and their families, hospitals and medical providers, funeral homes, counselors, and other identified service providers (FY 2008);
- Handled more than 150 environmental protection cases;
- Represented state government in more than 27,000 cases; and
- Received more than 14,000 case referrals from state government agencies and constitutional officers.

Consumer Protection

Attorney General Lisa Madigan's Consumer Protection Division protects Illinois consumers and businesses victimized by fraud, deception, and unfair business practices. The work of the Division is carried out by the following bureaus: Consumer Fraud Bureau, Charitable Trust Bureau, Franchise Bureau, Health Care Bureau, Public Utilities Bureau, and Military and Veterans Rights Bureau.

Consumer Fraud Bureau and Consumer Complaints

When a dispute between a consumer and a business occurs, the Office of the Attorney General can help. The Consumer Fraud and Health Care Bureaus (see Health Care Mediation) offer informal dispute resolution programs for consumers with complaints concerning their purchases and/or health care.

To obtain a complaint form, visit our Web site at www.IllinoisAttorneyGeneral.gov or call the toll-free numbers below. When submitting a consumer complaint, please provide your complete address and phone number as well as the business's address and phone number.

Consumer Fraud Hotlines
(800) 386-5438 (Chicago)
(800) 243-0618 (Springfield)
(800) 243-0607 (Carbondale)

Toll-Free TTY Numbers
(800) 964-3013 (Chicago)
(877) 844-5461 (Springfield)
(877) 675-9339 (Carbondale)

Although the Attorney General's Office will do its best to assist you, the Attorney General's Office is prohibited from representing consumers privately.

Consumer Outreach and Education

An important part of the Division's work is to provide Illinois citizens with the information necessary to avoid becoming victims of consumer fraud and to aid in making wise purchasing decisions. The Office provides a number of fact sheets, news releases, and other consumer-related information, which are available through our Web site, www.IllinoisAttorneyGeneral.gov, or by calling any of the Attorney General's offices. In addition, speakers are available to give presentations on consumer protection issues.

Identity Theft Hotline

Attorney General Lisa Madigan created the first-ever Illinois Identity Theft Hotline. The hotline provides Illinoisans who have been victimized by identity theft with one-on-one assistance to take the steps necessary to report the crime to local law enforcement and financial institutions, repair their credit, and prevent future problems.

If you have been the victim of identity theft or believe your personal or financial information may have been compromised, please call the toll-free Identity Theft Hotline at: (866) 999-5630 and (877) 844-5461 (TTY).

Mortgage Fraud

Attorney General Madigan drafted multiple laws to protect homeowners from abusive lending practices, including the Mortgage Rescue Fraud Act and the Homeownership Protection Act of 2008. Attorney General Madigan has also: taken legal action to stop lending fraud by mortgage brokers who misled borrowers; filed suit against companies that defrauded homeowners through mortgage foreclosure "rescue" schemes and obtained judgments including payment of restitution and penalties; and established the nation's first loan modification program. To further assist struggling homeowners, Madigan's office offers a wealth of educational information, including the *Illinois Mortgage Lending Guide*.

The Attorney General provides a Homeowner Helpline to help consumers learn more about their options or report predatory mortgage lenders. To contact the helpline, please call (866) 544-7151 (voice/TTY).

Health Care Mediation

As the business of medicine has become more complex, consumers have experienced more confusion and difficulty obtaining the care and benefits to which they are entitled. To assist the con-

sumers of Illinois with these problems, the Attorney General's Office established the Health Care Bureau. The Health Care Bureau has helped to clear up thousands of complaints relating to health care issues.

Health Care Bureau mediators are trained in alternative dispute resolution and work directly by phone, fax, and letter with all parties involved in the dispute. Once a mediation file is opened, the mediator contacts the consumer to collect information and contacts the provider and/or insurance company to settle the dispute. Our success has resulted in millions of dollars in savings for the citizens whose claims we have mediated.

Charitable Trusts

Under Illinois law, fundraisers and charitable organizations are required to register each year with the Attorney General's Office. Potential donors may then access important information such as income, expenditures, programs, and administration before giving to the charity. Through the Attorney General's Office, consumers will find valuable information and tips on donating wisely. Charitable organizations and professional fundraisers will find specific information on reporting requirements, rules and statutes, and the forms necessary for registering and reporting as required by law.

Franchise

The Franchise Bureau in the Office of the Attorney General registers and monitors franchisors and brokers who seek to sell franchises in Illinois. The Bureau provides information on the Act and rules applicable to the offering of franchises and on business and financial histories of franchisors.

Crime Victim Services

Attorney General Lisa Madigan has made it a priority to provide services to help victims meet their challenges and regain peace of mind. Programs administered by the Crime Victim Services Division include:

- The *Illinois Crime Victim Compensation Program* provides direct financial assistance to innocent victims of violent crime to reimburse out-of-pocket expenses related to the crime.
- The *Married Families Domestic Violence Fund* provides funding for legal advocacy, legal assistance, and legal services to married and formerly married victims of domestic violence.
- The *Violent Crime Victim Assistance (VCVA) Program* provides grants to victim and witness assistance programs throughout the state.
- The *Automated Victim Notification System* allows crime victims across Illinois to obtain timely and reliable information about criminal cases and the custody status of offenders 24 hours a day via telephone, Web, or e-mail.
- The *Statewide Victim Assistance Program* provides services to crime victims and witnesses whose cases are prosecuted by the Office of the Attorney General, including Sexually Violent Persons petitions. The program is also available to the 102 state's attorneys across Illinois.

- The *Sexual Assault Nurse Examiner Program* trains registered nurses and other professionals who treat and assist sexual assault patients to provide a higher level of care and reduce re-traumatization of victims.
- The *Illinois Victim Assistance Academy (IVAA)* is a week-long intensive course of study for crime victim service providers and law enforcement personnel. The IVAA is designed to improve the quality and consistency of victim services in Illinois.

Children's Product Safety

Attorney General Madigan works to protect Illinois citizens from dangerous and recalled products by alerting the public to recalls; removing recalled products from the secondhand market; protecting the public from items containing unsafe levels of lead; monitoring retailer compliance with recalls; and continuing to provide consumers with vital information through the Recall Hotline.

The Attorney General provides a Recall Hotline. To contact the hotline, please call (888) 414-7678 or (800) 964-3013 (TTY).

Child Support Enforcement

By holding accountable those who are required to pay child support, we can improve the lives of Illinois children and create a more stable and successful future for all Illinoisans. The Child Support Enforcement Division of the Attorney General's Office works closely with the Department of Public Aid and other agencies and advocacy organizations to ensure that families throughout the state receive the support they need to raise their children. The Office of the Attorney General, in conjunction with the Department of Public Aid, handles child support enforcement in 89 counties across the State of Illinois.

Illinois Youth Court

Youth courts, also called peer juries and teen courts, represent an alternative approach to juvenile justice that holds non-violent, juvenile respondents accountable through a sentence imposed by their peers. Youth courts operate through a collaboration between schools, juvenile justice agencies, non-profit agencies, and the community.

The Illinois Youth Court Association (IYCA) is coordinated by the Office of the Attorney General and assists communities in many ways, including: developing youth courts; helping to enhance existing youth court programs; and encouraging information sharing among these programs.

Advocating for Older Citizens

As the elderly population grows in Illinois, protecting older citizens continues to be one of the most important responsibilities of the Attorney General's Office. Far too often, scam artists perceive senior citizens as vulnerable and relatively wealthy due to their ability to access retirement accounts and pensions. As a result, seniors are a frequent target of a wide range of consumer fraud scams. Illinois Attorney General Lisa Madigan works to protect all Illinois seniors by taking legal action against those who prey on seniors and supporting legislation to toughen penalties against those who commit crimes against the elderly.

The Attorney General provides a Senior Citizens Consumer Fraud Hotline. To contact the hotline, please call (800) 243-5377 or (800) 964-3013 (TTY).

Silver Beat

Attorney General Madigan created the *Silver Beat*, an educational program designed to ensure that seniors have the knowledge and tools they need to better protect themselves from con artists and deceptive business practices. In partnership with AgeOptions, the Attorney General's Office trains a corps of older adults to recognize and avoid scams and, once armed with this knowledge, to educate other seniors.

TRIAD

Sadly, financial exploitation is not the only threat to seniors' safety. Physical and sexual abuse of elderly citizens is far too prevalent. This often unreported crime is devastating to both victims and family members. In response to this serious problem, the Attorney General's Office is working with advocates, other government agencies, and law enforcement officials to root out abuse.

Local TRIADs, found throughout Illinois, consist of law enforcement officials such as county sheriffs and municipal chiefs of police, as well as senior community advocates and other community activists. TRIAD activities help implement crime prevention, education, and volunteer programs for older citizens.

Advocating for Women

Understanding that the painful effects of sexual assault, domestic violence, and other forms of violence against women impact every person in Illinois, Attorney General Madigan and her office offer numerous programs and services aimed at protecting the rights and well-being of women.

These programs and services include:

- Grant funding through the Violent Crime Victims Assistance Act to help victims of violent crime recover and rebuild their lives (see Crime Victim Services);
- Trainings and seminars to provide law enforcement and first responders with better tools to prevent and solve crimes against women, prosecute domestic abusers and sex offenders, and help victims cope with the trauma of violent crime; and
- A comprehensive Web-based directory to make services more readily available to women in need.

Teen Dating Violence

To stop domestic violence against women of all ages, it is important that we stop it at an early age. Young boys and girls need to learn that violence against women is wrong. The Office of the Attorney General is committed to ending the cycle of violence by focusing on teen dating violence and encouraging young girls, their friends, family, and educators to get involved. The Attorney General's Teen Dating On-line Resource Kit is available at www.IllinoisAttorneyGeneral.gov.

Open and Honest Government

Both the Freedom of Information Act (FOIA) and the Open Meetings Act (OMA) endeavor to open government action to the light of the public and, in the process, strengthen our democracy.

- Attorney General Lisa Madigan created the position of **Public Access Counselor** within her Office to enhance understanding of and compliance with the state's sunshine laws, the

Freedom of Information Act (5 ILCS 140) and the Open Meetings Act (5 ILCS 120). The Public Access Counselor offers education and training programs to government officials, the public, and the media; answers questions concerning the Freedom of Information Act and Open Meetings Act; and works to resolve disputes under these laws and ensure compliance. In 2009, Attorney General Madigan worked to pass landmark legislation that codified the position of Public Access Counselor and strengthened both FOIA and OMA.

- Illinois' **Freedom of Information Act** is intended to open the government to all citizens by guaranteeing access to governmental records in whatever form they are maintained. The Office of the Attorney General is committed to the free exchange of information and publishes a variety of informational materials intended to help Illinoisans navigate their way through the Act.
- The intent of the Illinois **Open Meetings Act** is to ensure that public business is conducted in public view by prohibiting secret deliberations and actions on matters that should be discussed in a public forum. The Office of the Attorney General understands that access to meetings helps to ensure the accountability of government to its citizens and publishes a variety of informational materials regarding the Open Meetings Act and other topics relating to the issue.

Defending Your Rights

Civil Rights Bureau

The Attorney General's Civil Rights Bureau enforces civil rights laws to prohibit discrimination. The Bureau also advocates for legislation to strengthen the laws and participates in community outreach programs. The Bureau investigates complaints of "pattern and practice" discrimination in housing, public accommodations, employment, and financial matters.

Disability Rights Bureau

The Disability Rights Bureau enforces the Americans with Disabilities Act in Illinois and strives to ensure access to buildings and services for people with disabilities by investigating complaints and working to resolve problems through mediation or litigation. In addition, the Bureau provides advocacy, information, and referral services to people with disabilities.

Military and Veterans Rights Bureau

We owe a debt of gratitude to the active duty military servicemembers and veterans who have served our nation and safeguarded our freedom. In war and in peace, they have risked their lives for our country. The Attorney General's Military and Veterans Rights Bureau is dedicated to ensuring that active duty servicemembers and veterans receive the benefits they have earned. The Bureau provides active duty servicemembers and veterans with assistance, including case advocacy, health outreach, and public advocacy forums.

The Attorney General provides a Military and Veterans Rights Hotline. To contact the hotline, please call (800) 382-3000 or (800) 964-3013 (TTY).

Labor and Employment

Attorney General Lisa Madigan appointed the state's first Labor Liaison shortly after taking office to provide a line of communication between the Attorney General's Office and the working families in the State of Illinois. The Labor Liaison goes out to meet the workers of Illinois to inform

them of the services and programs that the Office provides and then reports back on the issues that the state's unions and working people find most relevant. The Liaison also provides referrals within the Attorney General's Office or around the state and is the state's advocate for the rights of the working family.

The Office of the Attorney General also is responsible for prosecuting cases referred from the Illinois Department of Labor. Referrals to the Attorney General's Office concern violations of the Illinois Minimum Wage Law, the Illinois Prevailing Wage Law, and the Illinois Wage Payment and Collection Act.

Additionally, the Attorney General's Labor Law Unit defends claims of age, sex, or race discrimination and other employment-related allegations brought by current or former state employees against their employing agency or other individual agency employees.

Immigrant Assistance Program

The Immigrant Assistance Program was established to ensure that state government is aware of the needs of Illinois' immigrant population and the barriers which may prevent immigrants from seeking and obtaining government services. The Immigrant Assistance Program involves the coordination of the provision of services by the Office of the Attorney General and provision of referrals to other government agencies as appropriate.

Environment

Attorney General Madigan works to ensure that our children inherit an Illinois as beautiful and bountiful as the one we enjoy today. The Environmental Crimes Division and the Environmental Enforcement/Asbestos Litigation Division enforce the state's environmental laws by both civilly and criminally prosecuting the state's worst polluters. In addition, the Attorney General's Office works to stop pollution and ensure that polluters, not taxpayers, pay the cost of cleanup.

The Environmental Crimes Bureau responds to calls 24 hours a day to speak with callers about their environmental complaints. The Office of the Attorney General will either resolve the matter or refer the report to the appropriate agency. If the caller chooses to leave his or her name and phone number, we will notify him or her of the status of the complaint.

Keeping Communities Safe

Illinois Sex Offender Registry Team

In December 2003, Attorney General Madigan called on law enforcement leaders throughout Illinois to create the Illinois Sex Offender Registry Team (I-SORT). I-SORT was charged with improving Illinois' Sex Offender Registry.

As a result of the effort and recommendations of I-SORT, the registry has been significantly improved. Among several other improvements, the registry now contains information on the criminal history of registered offenders and denotes whether the offenders are compliant with the registry laws. Additionally, key portions of the Web site have been translated into Spanish.

Public Awareness Posters

Attorney General Madigan and I-SORT have launched a statewide public awareness campaign to educate Illinoisans on the Registry and encourage its use as the community safety tool the

legislature intended it to be. Illinois Sex Offender Registry Awareness Posters are available free of charge, and may be ordered by calling the I-SORT Hotline at 1-888-41-ISORT (47678).

I-SORT Hotline: 1-888-41-ISORT

I-SORT has established a toll-free number to take your phone-in tips about inaccurate or incomplete entries on the sex offender registry and to answer your questions about the registry law. If you have or need information, please call the I-SORT Hotline at 1-888-41-ISORT (47678).

Operation Location Unknown

Attorney General Madigan and I-SORT created “Operation Location Unknown,” a coordinated strategy between the public and local, state, and federal law enforcement to help track down and locate Illinois’ most challenging non-compliant sex offenders – those who have failed to register upon release from prison.

Registration Compliance Checks

Attorney General Madigan and I-SORT conduct periodic compliance checks throughout the state to ensure that sex offenders are residing in the locations where they were registered and not evading detection by law enforcement officials.

Criminal Prosecution and Trial Assistance

Upon request, the Attorney General’s Office sends assistant attorneys general to assist state’s attorneys in criminal cases.

Statewide Grand Jury

Attorney General Madigan’s Statewide Grand Jury Bureau utilizes the Statewide Grand Jury to investigate and indict multi-jurisdictional drug cases. Statewide Grand Jury Bureau prosecutors work in cooperation with the Criminal Trials Bureau to provide prosecution assistance to state’s attorneys.

Sexually Violent Persons

The Office of the Attorney General’s Sexually Violent Persons Bureau reviews sexually violent offenders prior to their release from their term of incarceration. If the Bureau determines that the offender poses a threat to the community, the Bureau will file a civil commitment petition with the circuit court.

Financial Crimes

Attorney General Madigan’s Financial Crimes Unit handles cases involving fraud, forgery, embezzlement, and public corruption. Such cases may include the following: fraud perpetrated against state and federal agencies, Illinois businesses, and Illinois residents; embezzlement perpetrated by executors, trustees, and employees; and official misconduct committed by government employees.

Prosecuting Medicaid Fraud

To ensure quality health care, Attorney General Madigan’s Office offers services through the Medicaid Fraud Bureau dedicated to the prosecution of criminal and civil actions involving

provider fraud, nursing home resident abuse/neglect, and fraud in the administration of the Illinois Medicaid Program.

High Tech Crimes Bureau

The Illinois Attorney General's High Tech Crimes Bureau was originally formed as the Internet Criminal Activity Unit in 1997, and was elevated to Bureau status in 2000. The mission of the Bureau is to address the need for specialized personnel to respond to the complex and technical nature of offenses that are committed via computers and the Internet. The Bureau also provides Internet Safety presentations to school children, parents, and community groups.

The High Tech Crimes Bureau operates the Illinois Computer Crime Institute (ICCI) and the Illinois Internet Crimes Against Children (ICAC) Task Force.

The Illinois Computer Crime Institute

The Illinois Computer Crime Institute (ICCI) is an entity within the High Tech Crimes Bureau dedicated to training and supporting Illinois law enforcement and prosecutors in the investigation and prosecution of high technology crimes, as well as in the use of high technology tools to enhance the effectiveness of their work. ICCI is funded partially through a grant from the Illinois Law Enforcement Training and Standards Board.

Since its inception in 1998, thousands of Illinois-based law enforcement personnel and prosecutors have received training through ICCI. ICCI offers a variety of courses covering the investigation and prosecution of high tech crimes and can custom design a course when requested. Courses are taught throughout the state.

Internet Crimes Against Children (ICAC) Task Force Program

The High Tech Crimes Bureau coordinates the Illinois Internet Child Exploitation Task Force and provides investigation and prosecution assistance as requested. The Task Force was formed in 1997 and is comprised of prosecutors and investigators from over 50 Illinois-based federal, state, county, and municipal agencies.

Agencies participate in the Task Force in many variations, from co-investigating and prosecuting cases, to simply using the Task Force as a clearinghouse to de-conflict simultaneous investigations, attending training provided at quarterly meetings, and using the expertise of other members to further their own effectiveness. Personnel at member agencies are also available to provide public awareness and Internet Safety presentations to organizations in their jurisdictions.

Beginning in October 2004, the Illinois Internet Child Exploitation Task Force became officially designated as a United States Department of Justice Internet Crimes Against Children (ICAC) Task Force. This designation includes financial support in the form of a renewable grant, and officially includes the Illinois Internet Child Exploitation Task Force in the network of 46 such regional task forces supported through the Department of Justice program.

Internet Safety

To give parents the tools needed to keep their kids safe on the Internet, Attorney General Madigan created an innovative program regarding the realities of online safety. This program,

Project Surf Safe: Navigating the Hidden Dangers of the Internet, provides parents with valuable information and additional tools to ensure that our children are surfing the Internet safely.

Madigan also created Internet Safety Training Modules to provide schools with the tools they need to fulfill requirements under the Illinois School Code for annual, age appropriate Internet safety instruction to students in grades 3-12. (105 ILCS 5/27-13.3) Each of these age appropriate training modules covers topics facing youth today, including online exploitation, sexting, cyberbullying, and piracy. The accompanying webinar walks educators through each of these modules to describe the information covered and explain how educators can use the modules to educate their students about safe cyber behavior.

Cyberbullying Web Site

As children have gained access to social networking sites and cell phones, today's school bullies have expanded their ability to spread hurtful and humiliating messages to a large amount of people in record time. In response to this disturbing trend, the Attorney General created www.ebully411.com to provide parents, teachers, and students with the latest news and information about cyberbullying. It also features the E-Info Hotline, which is a phone- and Web-based resource staffed by the Attorney General's Internet safety specialists to help victims and educate bullies as to the consequences of their actions.

Representation

General Law

The General Law Bureau represents the State of Illinois, its officers, agencies, boards, commissions, and employees in general civil litigation.

Revenue

The Revenue Litigation Bureau represents the Illinois Department of Revenue in the civil enforcement of state tax laws and administers Illinois' estate tax laws.

Antitrust

The Antitrust Bureau protects consumers by ensuring that businesses and individuals do not engage in illegal anticompetitive conduct.

Contact Information & Hotline Numbers

Consumer Fraud Hotlines

(800) 386-5438 (Chicago)
(800) 243-0618 (Springfield)
(800) 243-0607 (Carbondale)

Toll-Free TTY Numbers

(800) 964-3013 (Chicago)
(877) 844-5461 (Springfield)
(877) 675-9339 (Carbondale)

Crime Victims Assistance Line

(800) 228-3368 (Voice/TTY)

Environmental Crimes Hotline

(888) 288-9436

Health Care Helpline

(877) 305-5145

Senior Citizens Consumer Fraud Helpline

(800) 243-5377

Military and Veterans Rights Hotline

(800) 382-3000

Identity Theft Hotline

(866) 999-5630

Public Access Counselor

(877) 299-FOIA or (877) 299-3642

Recall Hotline

(888) 414-7678

Homeowner Helpline

(866) 544-7151 (Voice/TTY)

Illinois Sex Offender Registration Team (I-SORT)

(888) 41-ISORT or (888) 414-7678

Spanish Language Hotline

Línea Gratuita en Español
(866) 310-8398

Main Offices

Chicago Main Office

100 West Randolph Street
Chicago, IL 60601
(312) 814-3000
TTY: (800) 964-3013

Springfield Main Office

500 South Second Street
Springfield, IL 62706
(217) 782-1090
TTY: (877) 844-5461

Carbondale Main Office

1001 East Main Street
Carbondale, IL 62901
(618) 529-6400/6401
TTY: (877) 675-9339

Regional Offices

Chicago West Reg Ofc

306 North Pulaski Road
Chicago, IL 60624
(773) 265-8808
TTY: (866) 717-8804

East Central Illinois Reg Ofc

1776 East Washington Street
Urbana, IL 61802
(217) 278-3366
TTY: (217) 278-3371

Chicago South Reg Ofc

7906 South Cottage Grove
Chicago, IL 60619
(773) 488-2600
TTY: (866) 717-8798

Northern Illinois Reg Ofc

Zeke Giorgi Center
200 South Wyman Street, Ste. 307
Rockford, IL 61101
(815) 967-3883
TTY: (815) 967-3891

West Central Illinois Reg Ofc

628 Maine Street
Quincy, IL 62301
(217) 223-2221
TTY: (217) 223-2254

Metro East Illinois Reg Ofc

201 West Pointe Drive, Ste. 7
Belleville, IL 62226
(618) 236-8616
TTY: (618) 236-8619

Please visit www.IllinoisAttorneyGeneral.gov