

**State & Regional  
Ombudsman**

**OFFICE ON AGING-SENIOR & LONG TERM CARE  
DEPT OF PUBLIC HEALTH & HUMAN SERVICES  
HELENA, MONTANA 5/10/12**

**STATE LONG TERM CARE OMBUDSMAN**

**THOMAS SWEELY**  
STATE OMBUDSMAN  
HELENA, MT 59604  
(406) 444-7785 OR 1-800-332-2272  
[TSWEELY@MT.GOV](mailto:TSWEELY@MT.GOV)

**OFFICE ON AGING/DPHHS**

PO BOX 4210  
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**INTERIM STATE OMBUDSMAN /**

**PROGRAM CONSULTANT**

**KELLY MOORSE**  
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**OFFICE ON AGING/DPHHS**

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HELENA, MT 59604

**ASSISTANT STATE LONG TERM CARE OMBUDSMAN**

VACANT  
1-800-332-2272

**OFFICE ON AGING/DPHHS**

PO BOX 4210  
HELENA, MT 59604

**REGIONAL OMBUDSMAN**

VACANT

**COUNTIES SERVED**

**AREA I AGENCY ON AGING**

CARTER, CUSTER, DANIELS, DAWSON  
POWDER RIVER, PRAIRIE, RICHLAND,  
ROOSEVELT, ROSEBUD, SHERIDAN,  
TREASURE, VALLEY, WIBAUX

**KATHY CHAFFEE**

**REGIONAL OMBUDSMAN**  
6714 NEIBAUER ROAD  
BILLINGS, MT 59106  
(406) 256-6568  
[IAOAGING@USADIG.COM](mailto:IAOAGING@USADIG.COM)

**AREA II AGENCY ON AGING**

BIG HORN, CARBON, FERGUS, GOLDEN  
VALLEY, JUDITH BASIN, MUSSELSHELL,  
PETROLEUM, STILLWATER, SWEETGRASS,  
WHEATLAND, YELLOWSTONE

**VANESSA FITCHETT**

**REGIONAL OMBUDSMAN**  
110 MAIN ST. SUITE 35  
POLSON, MT 59860-2316  
(406) 883-7284  
[OMBUDSMAN@AREA6AGING.ORG](mailto:OMBUDSMAN@AREA6AGING.ORG)

**AREAS III, VIII, X AGENCIES ON AGING**

BLAINE, CHOUTEAU, GLACIER, LIBERTY,  
PONDERA, TETON, TOOLE, CASCADE, HILL

**MARY ANN HAYES**

**REGIONAL OMBUDSMAN**  
PO BOX 1717  
HELENA MT 59624  
(406) 457-7376  
[MHAYES@RMDC.NET](mailto:MHAYES@RMDC.NET)

**AREAS IV & V AGENCIES ON AGING**

BROADWATER, GALLATIN, JEFFERSON,  
LEWIS & CLARK, MEAGHER, PARK,  
BEAVERHEAD, DEER LODGE, GRANITE,  
MADISON, POWELL, SILVER BOW

VANESSA FITCHETT  
REGIONAL OMBUDSMAN  
 AREA VI AGENCY ON AGING  
 110 MAIN ST, SUITE#5  
 POLSON, MT 59860-2316  
 (406) 883-7284  
[OMBUDSMAN@AREA6AGING.ORG](mailto:OMBUDSMAN@AREA6AGING.ORG)

AREAS VI, IX & XI AGENCIES ON AGING  
 LAKE, LINCOLN, MINERAL, SANDERS,  
 FLATHEAD, MISSOULA, RAVALLI

**Certified Regional/Local Ombudsman**  
**APRIL 2012**

**AREA I AGENCY ON AGING**  
**PO BOX 1309**  
**GLENDIVE MT 59330**  
**(406) 377-3564**

**Serving the counties of: Carter, Custer, Daniels, Dawson, Fallon, Garfield, McCone, Phillips, Powder River, Prairie, Richland, Roosevelt, Rosebud, Sheridan, Treasure, Valley, and Wibaux.**

<p><b>THOMAS SWEELY</b>  <u>STATE OMBUDSMAN</u>          PO BOX 4210          HELENA, MT 59604          (406)444-7785          1-800-332-2272  <a href="mailto:TSWEELY@MT.GOV">TSWEELY@MT.GOV</a></p>	<p><b>CARMEN KING</b>  <u>LOCAL OMBUDSMAN</u>          PO BOX 771          WOLF POINT, MT 59201          (406) 525-3629    <a href="mailto:akfarm@wb.midrivers.com">akfarm@wb.midrivers.com</a></p> <p><b>Serving Glendive Medical Center, the Eastern MT Veteran's Home and the counties of Daniels, Richland, Roosevelt and Sheridan</b></p>	<p><b>MARILYN MISCHEL</b>  <u>LOCAL OMBUDSMAN</u>          PO BOX 1309          GLENDIVE, MT 59330          (406) 377-3564    <a href="mailto:m.mischel@aemt.org">m.mischel@aemt.org</a></p> <p><b>Serving Dawson, Garfield, McCone, Richland, Prairie and Wibaux counties</b></p>
<p><b>DAVE SWOGGER</b>  <u>LOCAL OMBUDSMAN</u>          CUSTER COUNTY          COURTHOUSE          1010 MAIN STREET          MILES CITY, MT 59301          (406) 234-3935    <a href="mailto:d.swogger@aemt.org">d.swogger@aemt.org</a></p> <p><b>Serving counties of Carter, Custer, Fallon, Powder River and Rosebud</b></p>	<p><b>GLENNA CHAPMAN</b>  <u>LOCAL OMBUDSMAN</u>          CUSTER COUNTY          COURTHOUSE          1010 MAIN STREET          MILES CITY, MT 59301          (406) 234-3935    <a href="mailto:g.chapman@aemt.org">g.chapman@aemt.org</a></p> <p><b>Serving counties of Carter, Custer, Fallon, Powder River, and Rosebud</b></p>	<p><b>MARY RUSSELL</b>  <u>LOCAL OMBUDSMAN</u>          PO BOX 731          GLASGOW, MT 59230          (406) 228-9751    <a href="mailto:m.russell@aemt.org">m.russell@aemt.org</a></p> <p><b>Serving counties of Phillips and Valley</b></p>

**AREA II AGENCY ON AGING  
PO BOX 127  
ROUNDUP, MT 59072  
(406) 323-1320 (406) 1-800-551-3191**

**Serving the counties of: Big Horn, Carbon, Fergus, Golden Valley, Judith Basin,  
Musselshell, Petroleum, Stillwater, Sweetgrass, Wheatland and Yellowstone**

<p><b>KATHY CHAFFEE</b> <u>REGIONAL OMBUDSMAN</u> 6714 Neibauer Rd BILLINGS, MT 59106 (406) 256-6568</p> <p><a href="mailto:iaoaging@usadig.com">iaoaging@usadig.com</a></p>	<p><b>HEATHER KINGHORN</b> <u>LOCAL OMBUDSMAN</u> 7624 SCANDIA ROAD Shepherd, Mt 59079 (406) 860-9993</p> <p><a href="mailto:ycombudsprogram@hotmail.com">ycombudsprogram@hotmail.com</a></p> <p>Serving the community of Billings</p>	<p><b>LAURA JOY BROCK</b> <u>FRIENDLY VISITOR</u> BILLINGS, MT 59102 1-800-551-3191</p> <p><a href="mailto:estskies2@yahoo.com">estskies2@yahoo.com</a></p> <p>Serving St. John's</p>
<p><b>GERTRUDE KOCH</b> <u>LOCAL OMBUDSMAN</u> 1103 CLARK AVENUE BILLINGS, MT 59102 (406) 259-7019</p> <p><a href="mailto:koch360@bresnan.net">koch360@bresnan.net</a></p> <p>Serving St. John's</p>	<p><b>DICK FRITZLER</b> <u>LOCAL OMBUDSMAN</u> 1700 LOBO DRIVE LAUREL, MT 59457 (406) 628-6267</p> <p><a href="mailto:Lobofritz68@yahoo.com">Lobofritz68@yahoo.com</a></p> <p>Serving community of Laurel</p>	<p><b>MARCY BROOKIE</b> <u>LOCAL OMBUDSMAN</u> PO BOX 127 ROUNDUP, MT 59072-0127 (406) 323-1320</p> <p><a href="mailto:mbrookie@midrivers.com">mbrookie@midrivers.com</a></p> <p>Back-up for Area II Ombudsman Program</p>
<p><b>LINDA BAINTER</b> <u>LOCAL OMBUDSMAN</u> PO BOX 1731 BIG TIMBER, MT 59011 (406) 930-1709</p> <p><a href="mailto:bainlynn_49@hotmail.com">bainlynn_49@hotmail.com</a></p> <p>Serving Sweetgrass and Wheatland Counties</p>		

**AREA II AGENCY ON AGING  
PO BOX 127  
ROUNDUP, MT 59072  
(406) 323-1320 (406) 1-800-551-3191**

**Serving the counties of: Big Horn, Carbon, Fergus, Golden Valley, Judith Basin,  
Musselshell, Petroleum, Stillwater, Sweetgrass, Wheatland and Yellowstone**

<p><b>KATHY CHAFFEE</b> <u>REGIONAL OMBUDSMAN</u> 6714 Neibauer Rd BILLINGS, MT 59106 (406) 256-6568 OFFICE (406-860-9851 Cell <a href="mailto:iaoaging@usadig.com">iaoaging@usadig.com</a></p>	<p><b>KAY PEGG</b> <u>LOCAL OMBUDSMAN</u> FERGUS COUNTY COUNCIL ON AGING 307 WATSON LEWISTOWN, MT 59457 (406) 535-7486 <a href="mailto:kay@fcco.net">kay@fcco.net</a></p> <p><b>Serving Fergus County</b></p>	<p><b>NANCY FRY-MOLINE</b> <u>LOCAL OMBUDSMAN</u> FERGUS COUNTY COUNCIL ON AGING 307 WATSON LEWISTOWN, MT 59457 (406) 535-7486 <a href="mailto:nancy@fcco.net">nancy@fcco.net</a></p> <p><b>Serving Fergus County</b></p>
<p><b>PAMELA PETERSON</b> <u>LOCAL OMBUDSMAN</u> FERGUS COUNTY COUNCIL ON AGING 307 WATSON LEWISTOWN, MT 59457 (406) 535-7486</p> <p><a href="mailto:pamela@fcco.net">pamela@fcco.net</a></p> <p><b>Serving Fergus County</b></p>	<p><b>JONI SCHAFF</b> <u>FRIENDLY VISITOR</u> PO BOX 5 CUSTER, MT 59024 (406) 861-1171</p> <p><a href="mailto:jschaff@co.bighorn.mt.us">jschaff@co.bighorn.mt.us</a></p> <p><b>Serving Heritage Acres: Assisted Living and Nursing Home in Hardin, MT</b></p>	<p><b>KAREN ULRICKSON</b> <u>LOCAL OMBUDSMAN</u> PO BOX 96 EDGAR, MT 59026 (406) 962-3800 (406)962-3291</p> <p><a href="mailto:Geataklu02@yahoo.com">Geataklu02@yahoo.com</a></p> <p><b>Serving Carbon and Stillwater Counties</b></p>

**AREA IV AGENCY ON AGING  
PO BOX 1717  
HELENA MT 59624  
(406) 447-1680**

**Serving the counties of: Broadwater Gallatin, Jefferson,  
Lewis & Clark, Meagher, Park**

<p><b>MARY ANN HAYES</b> <u>REGIONAL OMBUDSMAN</u> PO BOX 1717 HELENA, MT 59624 (406) 457-7376</p> <p><a href="mailto:mhayes@rmdc.net">mhayes@rmdc.net</a></p>	<p><b>JEANNIE DOWNS</b> <u>LOCAL OMBUDSMAN</u> AREA IV AGENCY ON AGING PO BOX 1717 HELENA, MT 59624 (406)457-7349</p> <p><a href="mailto:jdowns@rmdc.net">jdowns@rmdc.net</a></p> <p><b>Serving Lewis and Clark and Jefferson County</b></p>	<p><b>BETTY FRANKLIN</b> <u>LOCAL OMBUDSMAN</u> AREA IV AGENCY ON AGING PO BOX 1717 HELENA, MT 59624 (406) 45767352</p> <p><a href="mailto:bfranklin@rmdc.net">bfranklin@rmdc.net</a></p> <p><b>Serving Lewis and Clark and Jefferson County</b></p>
<p><b>PAMELA COOPER</b> <u>LOCAL OMBUDSMAN</u> PO BOX 1563 BOZEMAN, MT 59771-1563 (406) 581-6309</p> <p><a href="mailto:pcooper@rmdc.net">pcooper@rmdc.net</a></p> <p><b>Serving Gallatin and Park County</b></p>	<p><b>PEGGY TOMBRE</b> <u>LOCAL OMBUDSMAN</u> SENIOR RESOURCE CENTER 3 251 EDELWEISS SUITE 1-B BOZEMAN, MT 59718 (406) 522-8976</p> <p><a href="mailto:ptombre@rmdc.net">ptombre@rmdc.net</a></p> <p><b>Serving Gallatin County</b></p>	

**AREA V AGENCY ON AGING  
305 W MERCURY SUITE 212  
BUTTE MT 59701  
(406) 782-5555**

**Serving the counties of: Beaverhead, Deer Lodge, Granite,  
Madison, Powell, Silver Bow**

**MARY ANN HAYES**  
**REGIONAL OMBUDSMAN**  
PO BOX 1717  
HELENA, MT 59624  
(406) 457-7376

[mhayes@rmdc.net](mailto:mhayes@rmdc.net)

**MARY FLEMING**  
**LOCAL OMBUDSMAN**  
1015 S. MONTANA  
BUTTE, MT 59703  
(406) 782-5555

[ombudareaV@qwestoffice.net](mailto:ombudareaV@qwestoffice.net)

**Serving Beaverhead, Deer Lodge,  
Granit, Madison, Powell and  
Silver Bow counties**

**AREA VI AGENCY ON AGING  
110 MAIN STREET, SUITE#5  
POLSON MT 59860  
(406) 883-7284**

**Serving the counties of: Lake, Lincoln, Mineral, and Sanders**

<p><b>VANESSA FITCHETT</b> <u>REGIONAL OMBUDSMAN</u> AREA VI AGENCY ON AGING 110 MAIN ST, SUITE #5 POLSON, MT 59860-2316 (406) 741-5400  <a href="mailto:ombudsman@area6aging.org">ombudsman@area6aging.org</a></p>		<p><b>JOYCE SCHMITZ</b> <u>LOCAL OMBUDSMAN</u> 110 MAIN ST, SUITE #5 POLSON, MT 59860-2316 (406) 883-7284  <a href="mailto:ombudsman2@area6aging.org">ombudsman2@area6aging.org</a>  <b>Serving Lake County</b></p>
<p><b>JULIE WHITE</b> <u>LOCAL OMBUDSMAN</u> PO BOX 245 HOT SPRINGS, MT 59845 (406) 741-3647 <a href="mailto:Ombudsman3@area6aging.org">Ombudsman3@area6aging.org</a>  <b>Serving Lincoln, Mineral and Sanders County</b></p>		

**AREA III, VIII and Area X AGENCY ON AGING  
501 BAY DRIVE  
GREAT FALLS MT 59405  
(406) 454-6990 or 1-800-266-4190**

**Serving the Counties of Blaine, Chouteau, Glacier, Liberty,  
Pondera, Teton, Toole, Cascade, Hill**

**WARREN TOLKKINEN**  
AREA VIII PROGRAM MANAGER  
LOCAL OMBUDSMAN  
1801 BENEFIS COURT  
GREAT FALLS, MT 59405  
(406) 454-6990  
1-800-266-4190

[wtolkkinen@cascadecountymt.gov](mailto:wtolkkinen@cascadecountymt.gov)  
**Serving Cascade and Chouteau  
county**

**DERIK SAPP**  
LOCAL OMBUDSMAN  
1801 BENEFIS COURT  
GREAT FALLS, MT 59405  
(406) 454-6990  
1-800-266-4190

[dsapp@cascadecountymt.gov](mailto:dsapp@cascadecountymt.gov)  
**Serving Cascade and Chouteau  
county**

**DAWNE STOKES**  
LOCAL OMBUDSMAN  
300 N. VIRGINIA, SUITE 301  
CONRAD, MT 59425  
(406) 271-4191

[arowhawk@3rivers.net](mailto:arowhawk@3rivers.net)  
**Serving Blaine, Hill, Glacier,  
Liberty, Pondera, Teton, and  
Toole County**

**AREA IX AGENCY ON AGING  
160 KELLY ROAD  
KALISPELL MT 59901-5143  
(406) 758-5737  
Serving Flathead County**

**VANESSA FITCHETT**  
REGIONAL OMBUDSMAN  
AREA VI AGENCY ON AGING  
110 MAIN ST, SUITE #5  
POLSON, MT 59860-2316  
(406) 883-7284

[ombudsman@area6aging.org](mailto:ombudsman@area6aging.org)

**SUSAN KUNDA**  
LOCAL OMBUDSMAN  
PROGRAM MANAGER  
160 KELLY ROAD  
KALISPELL, MT 59901-5143  
(406) 758-5737

[skunda@flathead.mt.gov](mailto:skunda@flathead.mt.gov)

**Serving Flathead County**

**AREA XI AGENCY ON AGING  
MISSOULA AGING SERVICES  
337 STEPHENS  
MISSOULA MT 59801  
(406) 728-7682  
Serving Missoula and Ravalli counties**

<p><b>VANESSA FITCHETT</b>  <u>REGIONAL OMBUDSMAN</u>  AREA VI AGENCY ON AGING  110 MAIN ST, SUITE #5  POLSON, MT 59860-2316  (406) 883-7284</p> <p><a href="mailto:ombudsman@area6aging.org">ombudsman@area6aging.org</a></p>	<p><b>MARY DALTON</b>  <u>LOCAL OMBUDSMAN</u>  337 STEPHENS AVENUE  MISSOULA, MT 59801  (406) 728-7682</p> <p><a href="mailto:mdalton@missoulaagingservices.org">mdalton@missoulaagingservices.org</a></p>	<p><b>SUE PILEGGI</b>  <u>LOCAL OMBUDSMAN</u>  337 STEPHENS AVENUE  MISSOULA, MT 59801  (406)728-7682</p> <p><a href="mailto:spileggi@missoulaagingservices.org">spileggi@missoulaagingservices.org</a></p> <p><b>Serving Missoula County</b></p>
<p><b>THERESA RAGSDALE</b>  <u>LOCAL OMBUDSMAN</u>  337 STEPHENS AVENUE  MISSOULA, MT 59801  (406)728-7682</p> <p><a href="mailto:adrc@missoulaagingservices.org">adrc@missoulaagingservices.org</a></p> <p><b>Serving Missoula County</b></p>	<p><b>PAT KENDALL</b>  <u>LOCAL OMBUDSMAN</u>  337 STEPHENS AVENUE  MISSOULA, MT 59801  (406) 728-7682</p> <p><a href="mailto:pkendall@missoulaagingservices.org">pkendall@missoulaagingservices.org</a></p> <p><b>Serving Missoula County</b></p>	

**AREA XI AGENCY ON AGING  
MISSOULA AGING SERVICES  
337 STEPHENS  
MISSOULA MT 59801  
(406) 728-7682  
Serving Ravalli County**

**VANESSA FITCHETT**  
**REGIONAL OMBUDSMAN**  
AREA VI AGENCY ON AGING  
110 MAIN ST, SUITE #5  
POLSON, MT 59860-2316  
(406) 883-7284  
  
[ombudsman@area6aging.org](mailto:ombudsman@area6aging.org)

**KATI AIKEN**  
**LOCAL OMBUDSMAN**  
RAVALLI COUNTY COUNCIL  
ON AGING  
310 OLD CORVALLIS RD.  
HAMILTON MT 59840  
(406) 363-5690  
  
[kaiken@ravalliccoa.org](mailto:kaiken@ravalliccoa.org)  
  
**Serving Ravalli County**

**KATHY SITAL**  
**LOCAL OMBUDSMAN**  
RAVALLI COUNTY COUNCIL  
ON AGING  
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HAMILTON MT 59840  
(406) 363-5690  
  
[ksital@ravalliccoa.org](mailto:ksital@ravalliccoa.org)  
  
**Serving Ravalli County**