

**State & Regional
Ombudsman**

**OFFICE ON AGING-SENIOR & LONG TERM CARE
DEPT OF PUBLIC HEALTH & HUMAN SERVICES
HELENA, MONTANA 12/13/10**

STATE LONG TERM CARE OMBUDSMAN

KELLY MOORSE
(406) 444-7785 OR 1-800-332-2272
KMOORSE@MT.GOV

OFFICE ON AGING/DPHHS
PO BOX 4210
HELENA, MT 59604

ASSISTANT STATE LONG TERM CARE OMBUDSMAN

TRACI CLARK
(406) 444-6995 OR 1-800-332-2272
TRCLARK@MT.GOV

OFFICE ON AGING/DPHHS
PO BOX 4210
HELENA, MT 59604

REGIONAL OMBUDSMAN

KELLY MOORSE
PO BOX 4210
HELENA, MT 59604
(406)377-3564

COUNTIES SERVED

AREA I AGENCY ON AGING
CARTER, CUSTER, DANIELS, DAWSON,
FALLON, GARFIELD, MCCONE, PHILLIPS,
POWDER RIVER, PRAIRIE, RICHLAND,
ROOSEVELT, ROSEBUD, SHERIDAN,
TREASURE, VALLEY, WIBAUX

KATHY CHAFFEE
REGIONAL OMBUDSMAN
6714 NEIBAUER ROAD
BILLINGS, MT 59105
(406) 256-6568
IAOAGING@USADIG.COM

AREA II AGENCY ON AGING
BIG HORN, CARBON, FERGUS, GOLDEN
VALLEY, JUDITH BASIN, MUSSELSHELL,
PETROLEUM, STILLWATER, SWEETGRASS,
WHEATLAND, YELLOWSTONE

KELLY MOORSE
INTERIM REGIONAL OMBUDSMAN
PO BOX 4210
HELENA, MT 59604
(406) 444-7785
KMOORSE@MT.GOV

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

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
141 FITCHETT ROAD
PLAINS MT 59859
(406) 741-5400
FITCHETT@HOTSPRGS.NET

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

Certified Regional/Local Ombudsman
& Friendly Visitors
December 2010

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

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

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

<p>KATHY CHAFFEE <u>REGIONAL OMBUDSMAN</u> BILLINGS, MT 59105 (406) 256-6568</p> <p>iaoaging@usadig.com</p>	<p>HEATHER KINGHORN <u>LOCAL OMBUDSMAN</u> 7624 SCANDIA ROAD (406) 860-9993</p> <p>ycombudsprogram@hotmail.com</p> <p>Serving the community of Billings</p>	<p>LAURA JOY BROCK <u>FRIENDLY VISITOR</u> BILLINGS, MT 59102 1-800-551-3191</p> <p>estskies2@yahoo.com</p> <p>Serving St. John's</p>
<p>GERTRUDE KOCH <u>LOCAL OMBUDSMAN</u> 1103 CLARK AVENUE BILLINGS, MT 59102 (406) 259-7019</p> <p>koch360@bresnan.net</p> <p>Serving St. John's</p>	<p>DICK FRITZLER <u>LOCAL OMBUDSMAN</u> 1700 LOBO DRIVE LAUREL, MT 59457 (406) 628-6267</p> <p>Lobofritz68@yahoo.com</p> <p>Serving community of Laurel</p>	
<p>LINDA BAINTER <u>LOCAL OMBUDSMAN</u> PO BOX 1731 BIG TIMBER, MT 59011 (406) 930-1709</p> <p>bainlynn_49@hotmail.com</p> <p>Serving Sweetgrass and Wheatland Counties</p>	<p>LOUIE STRAND <u>FRIENDLY VISITOR</u> 308 STOCK BIG TIMBER, MT 59011 (406)932-5128</p> <p>lstrand@cablemt.net</p> <p>Serving Sweetgrass County</p>	<p>MARCY BROOKIE <u>LOCAL OMBUDSMAN</u> PO BOX 127 ROUNDUP, MT 59072-0127 (406) 323-1320</p> <p>mbrookie@midrivers.com</p>

**AREA II AGENCY ON AGING
PO BOX 127
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(406) 323-1320**

**Serving the counties of: Big Horn, Carbon, Fergus, Golden Valley, Judith Basin,
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<p>KATHY CHAFFEE <u>REGIONAL OMBUDSMAN</u> BILLINGS, MT 59105 (406) 256-6568 iaoaging@usadig.com</p>	<p>KAY PEGG <u>LOCAL OMBUDSMAN</u> FERGUS COUNTY COUNCIL ON AGING 307 WATSON LEWISTOWN, MT 59457 (406) 535-7486 kay@fcco.net</p> <p>Serving Fergus County</p>	<p>NANCY FRY-MOLINE <u>LOCAL OMBUDSMAN</u> FERGUS COUNTY COUNCIL ON AGING 307 WATSON LEWISTOWN, MT 59457 (406) 535-7486 nancy@fcco.net</p> <p>Serving Fergus County</p>
<p>PAMELA PETERSON <u>FRIENDLY VISITOR</u> FERGUS COUNTY COUNCIL ON AGING 307 WATSON LEWISTOWN, MT 59457 (406) 535-7486</p> <p>pamela@fcco.net *pending Ombudsman Certification Serving Fergus County</p>	<p>JONI SCHAFF <u>FRIENDLY VISITOR</u> PO BOX 5 CUSTER, MT 59024 (406) 861-1171</p> <p>jcscoa@imt.net</p> <p>Serving Heritage Acres: Assisted Living and Nursing Home in Hardin, MT</p>	<p>KAREN ULRICKSON <u>LOCAL OMBUDSMAN</u> PO BOX 197 JOLIET, MT 59041 (406) 962-3800</p> <p>ccha@wtp.net</p> <p>Serving Carbon and Stillwater Counties</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>MARY ANN HAYES <u>REGIONAL OMBUDSMAN</u> PO BOX 1717 HELENA, MT 59624 (406) 457-7376 (406) 459-3473 (CELL)</p> <p>mhayes@rmdc.net</p>	<p>JEANNIE DOWNS <u>LOCAL OMBUDSMAN</u> AREA IV AGENCY ON AGING PO BOX 1717 HELENA, MT 59624 (406)457-7349</p> <p>jdowns@rmdc.net</p> <p>Serving Lewis and Clark and Jefferson County</p>	<p>PEGGY TOMBRE <u>LOCAL OMBUDSMAN</u> SENIOR RESOURCE CENTER 3 251 EDELWEISS SUITE 1-B BOZEMAN, MT 59718 (406) 522-8976</p> <p>ptombre@rmdc.net</p> <p>Serving Gallatin County</p>
<p>PAMELA COOPER <u>LOCAL OMBUDSMAN</u> PO BOX 1563 BOZEMAN, MT 59717 (406) 581-6309</p> <p>pcooper@rmdc.net</p> <p>Serving Gallatin and Park County</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

MARY FLEMING
LOCAL OMBUDSMAN
1015 S. MONTANA
PO BOX 459
BUTTE, MT 59703
(406) 782-5555

ombudareaV@qwestoffice.net

**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>VANESSA FITCHETT <u>REGIONAL OMBUDSMAN</u> AREA VI AGENCY ON AGING 110 MAIN ST, SUITE #5 POLSON, MT 59860-2316 (406) 883-7284</p> <p>Fitchett@hotsprgs.net</p>		<p>JOYCE SCHMITZ <u>LOCAL OMBUDSMAN</u> 110 MAIN ST, SUITE #5 POLSON, MT 59860-2316 (406) 883-7284</p> <p>ombudsman2@area6aging.org</p> <p>Serving Lake County</p>
<p>VICKY CARROTT <u>LOCAL OMBUDSMAN</u> PO BOX 405 ST. REGIS, MT 59866 (406) 649-7152</p> <p>seniorvcarrott@blackfoot.net</p> <p>Serving Mineral County</p>	<p>NANCY JO HOWARTH <u>LOCAL OMBUDSMAN</u> 2 ROSE WOODS LANE NOXON, MT 59853 (406) 847-2767</p> <p>nancyjo@blackfoot.net</p> <p>Serving Sanders County</p>	<p>CONTACT VANESSA FITCHETT <u>REGIONAL OMBUDSMAN</u></p> <p>Serving Lincoln County</p>

**AREA III, VIII and Area X AGENCY ON AGING
501 BAY DRIVE
GREAT FALLS MT 59401
(406) 454-6990 or 1-800-266-4190**

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

<p>KELLY MOORSE <u>INTERIM REGIONAL OMBUDSMAN</u> PO BOX 4210 HELENA, MT 59604 (406) 444-7785 kmoorse@mt.gov</p>	<p>WARREN TOLKKINEN <u>LOCAL OMBUDSMAN</u> 1801 BENEFIS COURT GREAT FALLS, MT 59401 (406) 454-6990 1-800-266-4190 wtolkkinen@co.cascade.mt.us Serving Cascade and Chouteau county</p>	<p>DAWNE STOKES <u>LOCAL OMBUDSMAN</u> 300 N. VIRGINIA, SUITE 301 CONRAD, MT 59425 (406) 271-4191 arowhawk@3rivers.net Serving Blaine, Hill, Glacier, Liberty, Pondera, Teton, and Toole County</p>
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**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
141 FITCHETT ROAD
PLAINS, MT 59859
(406) 741-5400

Fitchett@hotsprgs.net

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

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>VANESSA FITCHETT <u>REGIONAL OMBUDSMAN</u> AREA VI AGENCY ON AGING 141 FITCHETT ROAD PLAINS, MT 59859 (406) 741-5400 Fitchett@hotsprgs.net</p>	<p>MARY DALTON <u>LOCAL OMBUDSMAN</u> 337 STEPHENS AVENUE MISSOULA, MT 59801 (406) 728-7682 mdalton@missoulaagingservices.org</p>	<p>ANDREA CURTIS <u>LOCAL OMBUDSMAN</u> 337 STEPHENS AVENUE MISSOULA, MT 59801 (406) 728-7682 assist@missoulaagingservices.org Serving Missoula County</p>
<p>AUTUMN OWINGS <u>LOCAL OMBUDSMAN</u> 337 STEPHENS AVENUE MISSOULA, MT 59801 (406) 728-7682 info@missoulaagingservices.org Serving Missoula County</p>	<p>SUE PILEGGI <u>LOCAL OMBUDSMAN</u> 337 STEPHENS AVENUE MISSOULA, MT 59801 (406)728-7682 spileggi@missoulaagingservices.org Serving Missoula County</p>	<p>THERESA RAGSDALE <u>LOCAL OMBUDSMAN</u> 337 STEPHENS AVENUE MISSOULA, MT 59801 (406)728-7682 adrc@missoulaagingservices.org Serving Missoula County</p>

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

Friendly Visitors Serving Missoula Long Term Care Facilities

<p>JANE EAST <u>FRIENDLY VISITOR</u> AREA XI AGENCY ON AGING 337 STEPHENS AVENUE MISSOULA, MT 59801 (406) 728-7682</p> <p>francisanjane@yahoo.com Serving Missoula County (Hunter’s Glen Assisted Living)</p>	<p>ASHLI GROSS <u>FRIENDLY VISITOR</u> AREA XI AGENCY ON AGING 337 STEPHENS AVENUE MISSOULA, MT 59801 (406) 728-7682</p> <p>Shattered_jewelrybox@hotmail.com Serving Missoula County (Riverside)</p>	<p>AMANDA JACOBSON <u>FRIENDLY VISITOR</u> AREA XI AGENCY ON AGING 337 STEPHENS AVENUE MISSOULA, MT 59801 (406) 728-7682</p> <p>Serving Missoula County (Hillside)</p>
<p>LYNNE-MARIE KELLY <u>FRIENDLY VISITOR</u> AREA XI AGENCY ON AGING 337 STEPHENS AVENUE MISSOULA, MT 59801 (406) 728-7682</p> <p>nevaehsmiles@q.com Serving Missoula County (Riverside)</p>	<p>BROOKE KRININGER <u>FRIENDLY VISITOR</u> AREA XI AGENCY ON AGING 337 STEPHENS AVENUE MISSOULA, MT 59801 (406) 728-7682</p> <p>rappinbk@gmail.com Serving Missoula County (Village Healthcare)</p>	<p>CINDY SCHMIDT <u>FRIENDLY VISITOR</u> AREA XI AGENCY ON AGING 337 STEPHENS AVENUE MISSOULA, MT 59801 (406) 728-7682</p> <p>Ccsx2@juno.com Serving Missoula County (Village)</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
141 FITCHETT ROAD
PLAINS, MT 59859
(406) 741-5400

Fitchett@hotsprgs.net

KATI AIKEN
LOCAL OMBUDSMAN
RAVALLI COUNTY COUNCIL
ON AGING
310 OLD CORVALLIS RD.
HAMILTON MT 59840
(406) 363-5690

kaiken@ravallicoa.org

Serving Ravalli County

KATHY SITAL
LOCAL OMBUDSMAN
RAVALLI COUNTY COUNCIL
ON AGING
310 OLD CORVALLIS RD.
HAMILTON MT 59840
(406) 363-5690

ksital@ravallicoa.org

Serving Ravalli County