

## OFFICE OF THE ATTORNEY GENERAL

---

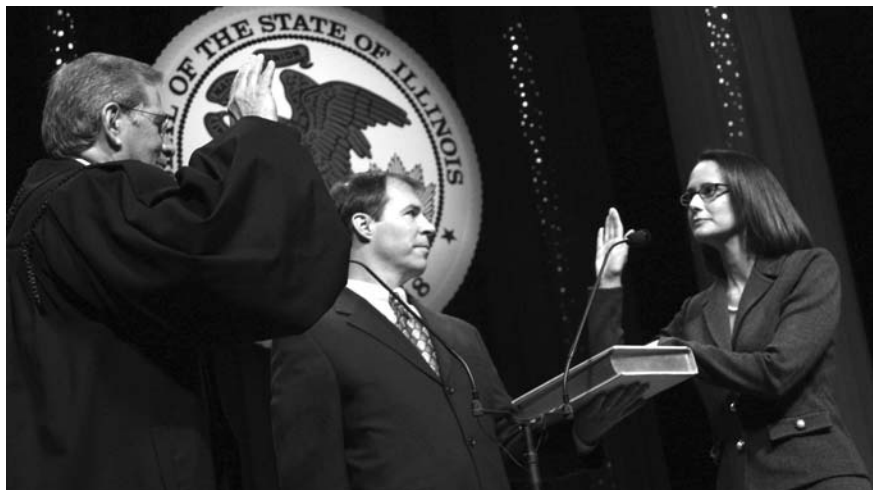
The Attorney General is the state's legal officer, responsible for protecting the interests of the state and its residents. As an advocate on behalf of Illinois government and its citizens, Attorney General Lisa Madigan works to protect consumers, help crime victims, safeguard communities, preserve the environment, ensure an open and honest government, and defend the rights of Illinoisans. The Attorney General's office provides services covering a broad range of issues reaching every corner of the state.

### Protecting Consumers

The office's Consumer Protection Division receives more than 32,000 consumer complaints annually, covering issues such as home and vehicle repair fraud, telecommunications fraud, counterfeit check scams and identity theft. To safeguard consumers, the Attorney General's office files lawsuits to stop fraudulent practices and recover losses on behalf of harmed consumers, mediates consumer complaints, and develops informational materials and programs to educate consumers on scams and product recalls.

With the emergence of identity theft as one of the fastest-growing forms of fraud, the Attorney General's office created a statewide Identity Theft hot line, the first hot line in the nation with a team of dedicated advocates to help victims repair their credit and protect themselves from further harm. The Attorney General's office also works to remove dangerous products from the shelves of Illinois stores, especially toys and children's products containing harmful levels of lead.

Attorney General Madigan has worked aggressively to protect consumers from the devastating results of predatory lending and mortgage fraud. Her office has taken a leadership role in multi-state enforcement actions against some of the nation's largest mortgage lenders, obtaining more than \$600 million in damages and restitution.



Attorney General Lisa Madigan takes the oath of office for a second term during inauguration ceremonies in Springfield. Joining Madigan was her husband Pat Byrnes (center) and the Honorable Joel Flaum (left) of the U.S. Court of Appeals, who performed the swearing-in duties.



Attorney General Madigan announces Operation Location Unknown to track down high-risk and noncompliant sex offenders. She is joined by (left to right) Larry Burnson, Homewood Chief of Police; Maria Maher, Chief of Detectives, Chicago Police Dept.; John Clark, Director of the U.S. Marshals Service; and Geoff Schenk, Deputy U.S. Marshal of the Great Lakes Regional Fugitive Task Force.

The Attorney General also advocated legislation to protect Illinois homeowners, including the High Risk Home Loan Act of 2003 and the Mortgage Rescue Fraud Act of 2006. The Attorney General drafted the Homeownership Preservation Act of 2007, a new law that will tighten controls on mortgage brokers and lenders and prohibit abusive lending practices. The office also convened a statewide Homeownership Preservation Summit, bringing together the mortgage lending industry, consumer advocacy groups, and government agencies to develop solutions for homeowners facing foreclosure.

The Attorney General's Consumer Protection Division also registers and monitors all Illinois charities and franchises, and the Health Care Bureau assists consumers in mediating complaints related to health care providers and insurance companies.

### **Keeping Communities Safe**

The Attorney General's office works with law enforcement agencies and state's attorneys to make Illinois a safer place to live, work and raise children.

In 2003, the Attorney General created the Illinois Sex Offender Registry Team (I-SORT), a statewide law enforcement group focused on improving the state's sex offender registry and efforts to track dangerous predators. I-SORT has conducted compliance checks on sex offenders, arrested offenders for registry violations, improved the quality of registry information for the public, and drafted legislation to strengthen sex offender laws.

Attorney General Madigan dedicates significant resources to high-tech crime investigations targeting Internet predators. As part of these efforts, the Attorney General's High-Tech Crimes Bureau runs the federal Internet Crimes Against Children (ICAC) task force, a collaboration of 84 law enforcement agencies in Illinois. Since January 2006, ICAC arrested more than 160 offenders, including adults involved in soliciting children for sex. The office also has launched a comprehensive Internet Safety Education program to provide children, parents, and teachers with the tools to avoid online dangers. Since January 2007, ICAC has trained more than 1,100 police and prosecutors in the investigation and

prosecution of Internet crimes and more than 15,000 children, parents and teachers on Internet safety. The High-Tech Crimes Bureau also offers investigative and prosecution assistance in high-tech cases around the state.

As part of her efforts to stop the spread of illegal drugs, Attorney General Madigan's office works closely with law enforcement to prosecute cases, strengthen laws and increase public awareness of the dangers of methamphetamine. Attorney General Madigan spearheaded efforts that strengthened and consolidated Illinois' meth laws, restricted the sale of products containing pseudoephedrine, one of meth's key ingredients, and doubled the penalties for meth producers who endanger the lives of children. The office also has developed training programs for law enforcement officers and prosecutors to ensure they have the tools needed to prosecute meth criminals.

Since taking office, Attorney General Madigan also has initiated innovative programs to protect women and children from sexual violence and stop the cycle of domestic violence. The office offers numerous training programs to provide law enforcement and first responders with better tools to prevent and solve crimes against women and children and prosecute domestic abusers and sex offenders. Through these programs, the office educates law enforcement on changes in the laws impacting sex offense and domestic violence prosecutions and provides instruction on how to investigate and prosecute the crime of stalking.

### Helping Crime Victims

Through its Crime Victims Services Division, the office's Crime Victims Compensation Bureau provides financial assistance to innocent victims of violent crimes and their families. Victims may receive up to \$27,000 to cover out-of-pocket expenses related to the crime, including hospital, medical, funeral and burial expenses, counseling costs and lost wages. Domestic violence victims also can receive financial assistance for relocation and moving expenses under a law Attorney General Madigan drafted in 2005.



Attorney General Madigan is joined by Rufus Williams, Chicago public schools board president, and children from Drummond Elementary School in unveiling Senate Bill 1472, which calls on schools to provide yearly Internet safety education to students.



**Attorney General Madigan delivers the keynote address at the Peoria County Bar Association's 99th Annual Lincoln Memorial Banquet.**

This program is supported through fees and fines imposed on convicted criminals and traffic offenders.

The division's Illinois Automated Victim Notification System provides a toll-free, bilingual, 24-hour telephone service for victims or family members to inquire about offender custody and case status. This is a critical tool in empowering and protecting crime victims while assisting law enforcement and victim services providers.

The division conducts Sexual Assault Nurse Examiner (SANE) training, a 40-hour program for nurses to ensure that victims of sexual assault are treated compassionately and to improve the collection of physical evidence, which in turn increases the prosecution and conviction rate of offenders. The division also launched the Illinois Victim Assistance Academy, an intensive course of study designed to enhance the professional efforts of victim service providers.

### **Protecting the Environment**

Attorney General Madigan's office has taken the lead in protecting Illinois' air, water and land from pollution. Through numerous legal challenges, the Attorney General has pushed to overturn federal government efforts to weaken clean air standards that require older power plants, refineries and factories to upgrade their pollution control equipment when they modernize their plants. Attorney General Madigan also is taking the lead in national efforts to strengthen vehicle emissions standards and improve nuclear plant safety.

At the state level, the Attorney General's office continues to fight for a cleaner environment and hold polluters responsible for their actions. Madigan successfully litigated the largest Clean Air Act enforcement case in the history of Illinois, which requires a defendant to spend more than \$88 million on pollution reduction projects at its Illinois facilities. These measures will result in the reduction of air pollutant emissions in Illinois by 27,000 tons per year. The Attorney General's office also works closely with Chicago-area and state officials and environmental activists in legal efforts to block increased water pollution into Lake Michigan.

### **Advocating for Older Citizens**

In addition to the services offered through the Consumer Protection Division, the Attorney General's Senior Fraud hot line provides assistance to elderly citizens on a wide range of issues and provides referrals to other agencies and organizations.



Attorney General Madigan serves as the eyes and ears for Illinois consumers, ensuring that recalled products are removed from stores throughout the state. A day-long sweep conducted in Chicago neighborhoods turned up more than 483 tubes of potentially toxic toothpaste on store shelves.

The office also works with other state agencies, law enforcement officials and community leaders to address elder abuse and neglect. The office partnered with the Suburban Area Agency on Aging in 2005 to expand their joint Senior Medicare Patrol program, in which senior volunteers are trained to identify and report Medicare and other types of fraud and to educate their peers about consumer protection issues. Attorney General Madigan also authored the Vulnerable Adults Protection Act, which requires the identification and individualized management of convicted sex offenders or felons residing in Illinois' long-term care facilities.

### **Representing the State of Illinois**

The office's Government Representation Division provides legal representation for the state and all state offices, boards, commissions, agencies and employees in civil litigation. The division consists of 12 bureaus addressing numerous issues, including child welfare and revenue litigation, and any legal issue arising in a state agency. The division handles thousands of case referrals annually and is responsible for collecting hundreds of millions of dollars owed to the state.

### **Ensuring an Open and Honest Government**

Attorney General Madigan created one of the first Public Access Counselor positions in the country and has dedicated significant resources to this effort. Under her leadership, the Public Access Counselor and staff work to ensure that public bodies conduct their business openly and that Illinoisans and the media have access to government documents and meetings. The Public Access Counselor responds to questions concerning FOIA and OMA, offers valuable training on these laws for public officials, the media and the public,

and takes action to resolve disputes arising under these laws. Since January 2006, the Public Access Counselor has handled over 1,900 matters, with the vast majority of questions coming from members of the public.

Because of the Attorney General's commitment to making government more open and accessible, the office provides many office documents in multiple languages and also offers a Spanish-language telephone hot line.

### **Protecting the Public Interest**

The Attorney General's Public Interest Division is charged with protecting the public's civil rights, advocating on behalf of people with disabilities, enforcing the state's antitrust laws, and advocating for utility consumers.

The Civil Rights Bureau enforces and works to strengthen civil rights laws prohibiting discrimination and participates in community outreach programs. The Disability Rights Bureau enforces the Americans with Disabilities Act in Illinois and strives to ensure access to buildings and services for persons with disabilities by investigating complaints and working to resolve issues through mediation or litigation.

Through the Public Utilities Bureau, Attorney General Madigan's office played a lead role in securing \$1 billion of rate relief for electric utility customers. The legislative package, which followed several years of litigation filed by Attorney General Madigan, requires utilities, for the first time in Illinois, to protect the environment by reducing power demand through energy efficiency programs and purchasing electricity generated from renewable sources.

The Antitrust Bureau protects Illinois consumers by ensuring that businesses and individuals do not engage in illegal, anti-competitive activities. The bureau is actively involved in numerous investigations and cases that have an impact on Illinois citizens.

Through the Special Litigation Bureau, the Public Interest Division also works with whistleblowers to uncover fraud in government services. The Attorney General's Office, together with the federal government, obtained a \$344 million judgment against an Illinois healthcare service provider, for systematic and extensive fraud in the Medicaid program. The verdict amounts to one of the largest ever fraud judgments against a Medicaid contractor and the largest civil verdict in the history of the Illinois Attorney General's office.

## Attorney General's Staff Members



**Ann Spillane**  
*Chief of Staff*



**Alan Rosen**  
*Chief Deputy  
Attorney General*



**Brent Stratton**  
*Assistant Chief Deputy  
Attorney General*



**Melissa Mahoney**  
*Deputy Chief of Staff  
Administration*



**Roger Flahaven**  
*Deputy Attorney General  
Civil Litigation*



**Michael Scodro**  
*Solicitor General*



**Cara Smith**  
*Director  
Budget & State  
Officers Payroll*



**Ellen Mandeltort**  
*Deputy Attorney General  
Criminal Justice*



**Patrice Ball-Reed**  
*Deputy Attorney General  
Child Support  
Enforcement*

## Administrative Personnel

Deborah Ahlstrand.....	<i>Chief, Civil Appeals Division</i>
David Boots .....	<i>Chief Fiscal Officer</i>
Matthew Dunn .....	<i>Chief, Environmental &amp; Asbestos Litigation Division</i>
Kathleen Flahaven.....	<i>Chief, Government Representation Division</i>
Michael Glick .....	<i>Chief, Criminal Appeals Division</i>
Deborah Hagan.....	<i>Chief, Consumer Protection Division</i>
Courtney Levy.....	<i>Director, Scheduling</i>
Michael Luke .....	<i>Chief, Public Access &amp; Opinions</i>
Robyn Ziegler.....	<i>Press Secretary</i>
Terry Mutchler.....	<i>Public Access Counselor</i>
Kevin O'Connell .....	<i>Chief, Investigations Division</i>
Kathryn Saltmarsh .....	<i>Legislative Director</i>
Diane Saltoun.....	<i>Executive Inspector General</i>
Richard Schwind.....	<i>Chief, Criminal Enforcement Division</i>
Ruta Stropus .....	<i>Director, Attorney Recruitment &amp; Professional Development</i>
Benjamin Weinberg .....	<i>Chief, Public Interest Division</i>
Jennifer Welch .....	<i>Policy Director</i>
Arnold Widen, M.D. ....	<i>Medical Director</i>