

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. The office provides services covering a broad range of issues reaching every corner of the state. Attorney General Lisa Madigan works to protect consumers, help crime victims, safeguard communities, preserve the environment, promote a more transparent and accountable government, and defend the rights of Illinoisans.

Protecting Consumers

The Consumer Protection Division receives nearly 30,000 consumer complaints annually, covering issues such as home and vehicle repair, mortgage and telecommunications fraud, counterfeit check scams and identity theft. The Attorney General's office files lawsuits to stop fraudulent practices and recover losses, mediates consumer complaints, and educates consumers on scams and product recalls.

Attorney General Madigan has drafted numerous laws protecting consumers against predatory lending and mortgage fraud, including the Mortgage Rescue Fraud Act and the Homeownership Preservation Act of 2009. Madigan sued some of the nation's largest mortgage lenders and has obtained more than \$12 billion in damages and restitution for consumers. This effort included nearly \$2 billion in relief from a national settlement with the five largest bank mortgage servicers over allegations of widespread "robo-signing" of foreclosure documents and other fraudulent practices while servicing loans for struggling homeowners. The office also created the Homeowner Helpline to assist Illinoisans facing foreclosure.

Madigan's office operates a statewide Identity Theft Hotline for victims of identity theft. The office also works to remove dangerous products from Illinois stores, especially



Attorney General Lisa Madigan, joined by Iowa Attorney General Tom Miller (far left) and Secretary Shaun Donovan (second from left) of the U.S. Department of Housing and Urban Development, meets with Chicago-area homeowners who benefited from the national \$25 billion settlement with the five largest bank mortgage servicers over fraudulent foreclosure procedures. Illinois residents received more than \$2 billion in relief under the settlement as a result of Attorney General Madigan's leadership.



Attorney General Madigan unveils her office's initiatives to curtail the rise of small-scale methamphetamine production in Illinois.

children's products. The Consumer Protection Division registers and monitors all Illinois charities and franchises, and the Health Care Bureau works with consumers to mediate complaints with health-care providers and insurance companies and to help them obtain needed medical care.

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 families. The office created the Illinois Sex Offender Registry Team (I-SORT), a statewide law enforcement group focused on improving the state's sex offender registry and locating dangerous predators. The office also collaborates with law enforcement to prosecute cases, strengthen laws and increase public awareness of the dangers of methamphetamine and synthetic drugs.

The office dedicates significant resources to high-tech crime investigations targeting Internet predators. The High-Tech Crimes Bureau runs the federal Internet Crimes Against Children Task Force, a collaboration of more than 175 law enforcement agencies in Illinois. Since 2006, the task force has been involved in more than 600 arrests of sexual predators. Since 2010, Madigan's office also has conducted Operation Glass House to seek out and arrest child pornography offenders. This operation, which has resulted in nearly 50 arrests in its first three years, has benefited from a tougher law drafted by Madigan that authorizes prosecutors to issue administrative subpoenas for Internet child exploitation investigations in order to more easily locate offenders, and allows judges to impose longer sentences on convicted offenders. The office also provides Internet safety education to ensure that children, parents and teachers have the tools needed to avoid online dangers.

Attorney General Madigan has initiated innovative programs to protect women and children from sexual and domestic violence, including programs for law enforcement and first responders to help prevent and solve crimes against women and children and prosecute offenders. Madigan drafted successful legislation that made Illinois the first state in the nation to mandate the submission and testing of sexual assault evidence. Madigan

initiated significant improvements to Illinois' stalking law and created the state's first Stalking No Contact Order to protect vulnerable victims. Madigan's office created an order of protection short form notification to increase service of orders of protection and better enforce laws protecting victims of domestic violence.

Helping Crime Victims

The office's Crime Victims Compensation Bureau provides financial assistance to innocent victims of violent crimes and their families. Domestic violence victims can receive financial assistance for relocation and moving expenses under a law drafted by Attorney General Madigan. The Violent Crime Victim Assistance Program awards about \$6 million in grant funding annually to programs and agencies that provide services to victims of violent crimes. Funding for the program is generated from fees and fines imposed on convicted criminals and traffic offenders. The office's Automated Victim Notification System provides a toll-free, bilingual, 24-hour telephone and e-mail service for victims and family members to inquire about offender custody and case status.

Safeguarding the Environment

The Attorney General's office has taken the lead in protecting Illinois' air, water and land from pollution. Attorney General Madigan successfully pursued the largest Clean Air Act enforcement case in the history of Illinois, which required the defendant to spend more than \$545 million on pollution-reduction projects at its Illinois facilities.

The office also led negotiations to develop the state's Renewable Energy Standard and Energy Efficiency Portfolio Standard. As a result, Illinois electric utilities are required to purchase electricity generated from renewable resources. Madigan also negotiated legislation that requires alternative retail electric suppliers to comply with the Renewable Portfolio Standard.

Protecting Older Citizens

The Attorney General's office works with state agencies, law enforcement officials and community leaders to address elder abuse and promote safety in long-term care facilities. Attorney General Madigan launched Operation Guardian, a statewide, multi-agency initiative where unannounced visits are made to facilities to ensure that safety and compliance standards are being met. The office also operates a Senior Fraud Hotline to provide assistance and referrals for elderly residents.

The office partnered with the Department on Aging to create the Nursing Home Resident's Right to Know Act to assist families in finding the appropriate long-term care facility for their aging loved ones. Madigan also authored the Vulnerable Adults Protection Act, which requires the identification and management of convicted sex offenders or felons residing in Illinois' long-term care facilities.

Representing the State of Illinois

The Government Representation Division provides legal representation for the state and all state agencies and employees involved in civil litigation. The division addresses numerous issues, including child welfare, revenue litigation, and any legal issue arising in a state agency. Since 2003, the office has collected more than \$9 billion on behalf of the state. In 2012, the office collected nearly \$1.1 billion, which translates to more than \$36 generated for every tax dollar the office spent.

Attorney General Madigan reviews her office's "Every Cent Counts — for Senior Citizens" guide following a presentation to help seniors identify and avoid fraud and understand their rights as consumers.



Ensuring an Open and Honest Government

Attorney General Madigan worked with legislators and open government advocates on drafting and passing landmark legislation to strengthen the Freedom of Information and Open Meetings Acts. The amended laws improve enforcement, close loopholes that made it difficult for the public to access government records and, for the first time, allow for significant civil penalties for FOIA violations. The law also permanently established the Public Access Counselor position in the Attorney General's office, with authority to issue binding opinions to resolve FOIA and OMA disputes. Staff members conduct training sessions across the state to help the media, government officials and the public understand their rights and responsibilities under the laws, and coordinate online training for more than 70,000 registered users.

Protecting the Public Interest

The Attorney General's Public Interest Division is charged with protecting the public's civil rights, upholding the rights of people with disabilities, enforcing the state's antitrust laws and advocating fair rates for utility consumers. The Civil Rights Bureau enforces and strengthens civil rights laws prohibiting discrimination. 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 resolving issues through mediation or litigation. The Antitrust Bureau protects Illinois consumers by ensuring that businesses and individuals do not engage in illegal, anti-competitive activities.

Through the Public Utilities Bureau, the office provides a voice for consumers when utilities seek to increase their rates. As part of this effort, the office has obtained significant refunds for consumers, helped pass legislation creating payment plans for low-income utility customers, and worked to expand an energy-efficiency program. Through the Special Litigation Bureau, the office works with whistleblowers to uncover fraud in government services and unethical conduct by government officials and employees.

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