

TOWNSHIP OF SCHAUMBURG

ANNUAL TOWN HALL REPORT

Fiscal Year 2023



Clerk's Office and Department of Administrative Services

The Clerk's Office and Department of Administrative Services offers the processing of U.S. passport book/card applications, voter registration, free notary public services and more. This department houses operations related to building maintenance and improvements, human resources, accounting, payroll, community relations and clerical support for Township elected officials.

Fiscal year 2023 highlighted a recovery in passport services. Our office completed 6,469 passport applications, passport pictures and renewals. The program generated \$123,464 in revenue, a 53% increase from the previous year. In response to the increase, a part-time passport agent was added to assist with afternoon passport traffic. The passport office offers walk-in service – making the Township very convenient for the community. Our office assists with countless phone calls to prepare residents prior to coming in. In the upcoming fiscal year, we will offer a translation service to assist foreign speaking residents.

The Clerk's Office assisted residents with 477 free notarizations. All Township staff who serve as notary publics are bonded and receive training regarding the eligible documents for notarization.

In fiscal year 2023 Community Relations completed a website redesign, bringing a clearer and easier platform to our residents. We also combined the Senior Newsletter and Ablegram in preparation for a merging of the two departments in fiscal year 2024. The Access Point has 16 pages and is a more comprehensive look at all the programs and services offered. The Township's Facebook page saw a 13% increase in followers and posts reached over 260,000 people.

In the community, the Township collaborated with the Schaumburg Township Library to collect much needed items for citizens in Ukraine following the Russian invasion. The response was overwhelmingly positive and garnered so many donations the drive had to be ended early. The Township collected more than four vans full of donations. Trunk or Treat was another success serving nearly 670 residents with 20 vendor tables. The Township was also represented at the following community events:

Village of Schaumburg Farmer's Market, Hoffman Estates National Night Out, Septemberfest Parade, Hoffman Estates 4th of July Parade, School District 54 Run to Read, Woodfield Mall's Mall-o-Ween, Juneteenth and many others.

Finally, the Township completed the Mayor's Monarch Pledge, promoting native plant gardens and supporting local groups advocating for pollinator protection measures. The Township also was featured in the Daily Herald on the breadth and depth of our senior services and earned a cover story on the decrease of SNAP benefits and the impact on residents and food pantries.



Assessor's Office

The Schaumburg Township Assessor's Office is a liaison to the Cook County Assessor's Office and executes the mission to assist Schaumburg Township residents with accurate and prompt service. Under the direction of Assessor John Lawson, the Township Assessor's Office has had another busy year. The CIAO-trained staff did an excellent job helping residents with appeals, tax bill errors and tax exemptions.

Office visits increased in fiscal year 2023, with constituents seeking help with senior, homeowner, veteran and disability exemptions as well as with property tax appeals by the Cook County Assessor's Office and Cook County Board of Review. Staff served over 2,000 Township residents file their exemptions between January – May 2022.

Assessor Lawson resumed his successful (triennial) property tax appeals seminar for residents at Schaumburg High School. Over 200 residents attended. The Township continued remote and in-person appeals, helping reduce wait times and improving services. Fiscal year 2023 included a triennial reassessment, which means every property is reassessed by the county. Over 3,000 residents either visited the office or requested an e-appeal to help reduce their new property assessment. In total, 2,853 resident appeals were submitted, while 302 resident appeals did not meet the threshold. Staff review all appeals. Each appeal needs at least three comparable properties to file an appeal.



Finally, the Assessor's Office held an Appeal Seminar at the Township with the Cook County Board of Review on January 19, 2023, along with Cook County Board of Review Commissioner George Cardenas and Cook County Commissioner Kevin Morrison. Over 95 residents attended the event. The Township assisted 1,650 residents during the Cook County Board of Review Appeals. In total, the Township reviewed and/or processed 4,805 appeals following the triennial reassessment.

The Township is the closest office which serves the people regarding all county-related matters as the county has closed its regional office in Rolling Meadows. Our services help our residents, primarily seniors, avoid the need to travel to Chicago for assistance.

Disability Services

Disability Services assists residents with disabilities by assessing needs to make person-specific referrals, screening for available benefits, assisting with benefit applications and identifying available community resources. Department staff also coordinate several low-cost special events and workshops to foster community engagement, socialization and inclusivity in a sensory friendly environment. Schaumburg Township is proud to have a Deaf Services Coordinator who serves as an advocate and resource to the Deaf and Hard of Hearing communities.

Fiscal year 2023 brought a full return to in-person programming, while maintaining some of the more popular online programs. Program highlights included a sensory friendly Egg Hunt, bowling, Low Vision Products Road Show, a Halloween Dance and sensory friendly photos with Santa. Two big highlights of this year were the return of the Summer Celebration Picnic and the 2nd Annual Resource Festival. After a three year hiatus, the Summer Celebration Picnic hosted over 50 people. Participants enjoyed a catered BBQ lunch, a DJ, dancing, games and balloon and airbrush tattoo artists. The 2nd Annual Resource Festival included over 20 vendors and over 100 attendees.



Deaf Services celebrated the 15th anniversary of the Deaf Social/Support Group with a summer picnic at Busse Woods. Other program highlights included a Chicago Crime Tour, Deaf movie screenings, Chicago History Museum, a trip to the Museum of Science and Industry for Christmas Around the World and Holidays of Light tour and a Valentine's Day party. Deaf Services Coordinator Phadke introduced two new programs this year for Deaf clients: Health Presentations with Community Health Nurse Stachula and a Diabetes Support Group for the Deaf. Coordinator Phadke also taught a 6-week beginner's American Sign Language class for the public. Both programs have been very well received and are unique to the Township of Schaumburg.

Director Cordes coordinated this year's Disability Holiday Adoption Program and matched 13 individuals and 10 families with donors. Disability Services continues to be the only ITAC Selection Center within a 40-mile radius. Staff assisted over 115 individuals select an amplified landline phone or cell phone amplifier, making us the second largest selection site in the state of Illinois.

Senior Services

Senior Services assists residents by assessing needs to make person-specific referrals, screening for available benefits, helping to complete benefit applications and identifying available resources. Senior Services also encourages independence and enrichment through engaging regular programming and special events.

This year was a year of growth for in-person Senior programs. Special events included the Earth Day event, Lake Geneva Boat Tour, Grohmann Museum Day Trip, Pabst Mansion Tour, Oktoberfest, Holocaust Museum and the Holiday Lunch & Show, as well as numerous trips to both Drury Lane and the Marriott Lincolnshire for Broadway shows. Creative programs like the seasonal Floral Make & Take and Paint & Sip were very well received. New recurring programs offered this year included Hatha Yoga, Art Connections, Fit for Life, Basic Spanish and Ballroom Dance. Residents have indicated they are extremely happy with the variety of classes and day trips being provided.

Senior Services staff continued to help thousands of people with benefit programs such as Supplemental Nutrition Assistance Program, Low-Income Home Energy Assistance Program, Benefit Access and Medicare. This year approximately 520 people were assisted during Medicare Part D Open Enrollment and were saved a combined total of \$97,000 in premiums. AARP Tax-Aide returned to the Township again this year in a COVID-19 friendly format and AARP volunteers were able to assist 507 taxpayers with their returns.

Program Coordinator Remer partnered with the Schaumburg-Hoffman Lions Club and the Lions Club of Illinois Foundation to host their multi-use hearing and Retinal Screening Unit at the Township. Thirty-five hearing screenings and 14 vision screenings were completed at no charge to participants. Director Cordes coordinated this year's Senior Holiday Adoption program and matched 134 seniors with donors.



Department of Transportation

The Township Transportation Department helps older adults (55+) and residents with permanent disabilities (18+) stay independent by offering door-to-door transportation. Residents can use Township Transportation services for any kind of local travel and most often use it to go to medical appointments, grocery shopping trips and run personal errands. Each Township bus is lift-capable and dispatch hours are 8:30-4pm, Monday through Friday.

During fiscal year 2023 the Transportation Department completed 19,816 one-way rides. Ridership has steadily been increasing, including rides to dialysis and other appointments.

In addition to rides transporting individual community members, the Transportation Department offers transportation for Senior Services clients to and from special events offsite. They also provide monthly rides for lunch groups in the area.

Schaumburg Township is one of five townships along with Pace that formed the Township Riders Initiative Program. This service offers clients rides outside of the Township boundaries for medical appointments to locations like Stroger Cook County Hospital, Hines Veterans Hospital, Northwestern Hospital, Lovell Federal Healthcare, UIC Medical and Advocate Good Shepard. The minimum cost is \$5 with a maximum cost of \$10 each way.

The Department continues to assist seniors and residents with disabilities in accessing healthcare, groceries, social activities and more.



Welfare Services

The Welfare Services Department addresses Schaumburg Township residents' critical needs and helps clients achieve self-sufficiency through its mission of providing financial support, information, referrals and guidance.

The food pantry usage was up 20% on average each month, serving 9,808 households in fiscal year 2023. Ten percent of these users were new clients. The Township is able to assist so many because of partnerships with the Greater Chicago Food Depository, local retailers and a generous community. The food pantry shelves are 100% stocked from donations and 31 regular, weekly volunteers help serve the increased demand. The Department also saw several staffing changes and position additions to support increased resident needs.

The Welfare Services team also implemented written nutritional guidelines for the food pantry to provide nutritious, culturally responsive foods and beverages for guests. These guidelines also help donors understand client needs and create an environment which supports good health. Emergency Assistance and General Assistance are designed to provide financial relief and support to individuals experiencing financial hardship. Emergency Assistance offers financial support to Township residents experiencing a crisis circumstance such as eviction or utility disconnect. These two programs assisted with \$92,028.96 in relief, this past fiscal year.

In partnership with the Community and Economic Development Association (CEDA), the Welfare Services team assist clients with utility programs to help with utility bills such as ComEd and Nicor (LIHEAP/PIPP), a temporarily available water assistance program (LIHWAP), energy savings kits and a program to support home energy efficiency. The team assisted with 983 applications this fiscal year regarding these utility programs.

Pack the Bus, holiday programming, Adopt-a-Family, Coats for Kids and the toy store continued to support Township residents. Over 250 households celebrated the holidays with extra cheer due to support from holiday gift programming. The bus was overflowing with supplies for back-to-school families, and 600 items were shared with District 54 families in need of winterwear.

During these challenging economic times, we are grateful to our community supporters who continue to make a positive impact for our neighbors in need.



Road District

Responsibilities of the Road District

- Snow Removal
- Road Maintenance
- Sign Posting
- Roadside Swale Maintenance
- Tree Trimming
- Paving and seal coating of roads
- Culvert pipe replacement
- Mowing of unimproved right-of-ways
- Painting of stop lines
- Water/flood control
- Maintenance of all vehicles and equipment
- Branch pick up with free wood chip delivery
- Maintain offramp/frontage road of 390 toll Rd.
- Environmental rain barrels for purchase and free delivery



Work accomplished in 2022

- Replaced 220 feet of culvert pipe
- 3400 S.F. of patching
- Chipped 51 loads of wood chips
- Removed 4 dead trees
- Replaced 17 signs
- Paved 3.54 mile of road
- Remediate collapsed drainage pipes
- Performed four miles of intensive swale maintenance

Proposed roadwork for 2023

- 525 L.F. of culvert replacement
- 4000 S.F of pavement patching
- 1.26 miles of paving
- Pavement marking
- Sealcoat streets

Mental Health Committee

The Schaumburg Township Mental Health Committee is dedicated to bringing awareness to general mental health issues in the community, reviewing local agency requests for funding and recommending them to the Board, and bringing mental health services to the attention of residents that may need them and community leaders that can help advocate for them and/or improve them.

The Committee's signature event, Minds Matter, brings together organizations and people that are interested about mental health. In fiscal year 2023, the event returned in-person for the first time since 2019. The Committee hosted 3 speakers and 15 community organizations.



In addition to Minds Matter, the Committee hosted a Mental Health First Aid course in conjunction with Linden Oaks Behavioral Health and Edward-Elmhurst Health. This training assists in identifying, understanding and responding to signs of addiction and mental illness and helps attendees learn to feel more confident aiding individuals living with mental illness in their work with the public. Emerging Minds returned in fiscal year 2023 with a virtual presentation by Josselyn Segura, Bilingual Child & Adolescent Therapist at the Kenneth Young Center called Keep Calm and Cope: Coping with Anxiety. The discussion was for adolescents and parents alike and divulged tips for young people to manage anxiety. In addition to its main goals, the Committee has supported other Township events in the past year, including the Disability Fair and Trunk or Treat.

Finally, the Committee plays a large role in coordinating agency submissions for funding, reviewing agency requests, and ultimately providing a recommendation on funding to the Board. This year five agency requests were reviewed, including Kenneth Young Center, Northwest CASA (Center Against Sexual Assault), SHARE (Start Here Addiction Rehabilitation and Education), Life Span, and Boys & Girls Club. It was recommended that all agencies receive full funding.

The Committee is completely volunteer driven with support from Community Relations Coordinator Katy Trent and led by Chair Jillian Bernas, Vice Chair MaryAnn Ogilvie, and Secretary Stephanie Bertels and members Mary Cloonan Walsh, Gina Raza, Jonathan Rubin, and Joanmarie Wermes.

Following the passed 708 Mental Health Board referendum, the Mental Health Committee will complete its service in May 2023. The Committee would also like to honor Jonathan Rubin following his passing in early 2023. He is missed.

Kenneth Young Center

Since 1970, Kenneth Young Center (KYC) has been proud to provide mental health services to youth, adults and families in Schaumburg Township. Today, more than 15,000 people depend on KYC for access to mental health services, care coordination, positive youth development, crisis support and so much more.

As behavioral health needs within our community continue to rise, KYC has been proud to expand services to ensure clients' care is at the forefront of our work. Through our partnership with the Township of Schaumburg, residents receive access to more than 35 programs with sliding scale fees that ensure financial hardship is never a barrier to accessing care.

Over the last year, KYC has expanded partnerships within School Districts 54 and 59 to embed counselors within a growing number of elementary and middle schools so students can receive support during the school day and have direct access to mental health support in the classroom. KYC has also expanded crisis support programs, including through the new 988 emergency response hotline, to respond 24/7 to youth and adults experiencing mental health crises in our communities.

During the last fiscal year, KYC has provided 9,370 hours of service to Township of Schaumburg residents, supporting more than 450 individuals and families. This represents a 17.4% increase in services provided from the prior year.

NCH Community Nurse at Schaumburg Township

The Northwest Community Hospital Community Nurse (CN) at Schaumburg Township provides a variety of valuable health information and services to Schaumburg Township residents. The CN offers free blood pressure, memory and bone density screenings as well as cholesterol screenings and A1C testing for a nominal fee. She also meets with residents individually to provide Diabetes education and nutritional education. To help residents maintain healthy lifestyles, the CN assists with medication management and education on chronic illnesses. The CN facilitates a Diabetes Support Group, Bridges to Memory (for persons with Dementia/Alzheimer's Disease) and a walking group. Valuable health information is provided through quarterly cooking classes and monthly health lectures on a variety of topics. Resources within the community are made available as well as referrals to an NCH physician or specialty physician.

Most recently, Deaf Services Coordinator Phadke identified the Deaf Community in the Township were lacking adequate health information and education. The CN began a Diabetes Support Group and monthly health lectures in conjunction with Coordinator Phadke. The classes are regularly attended and are translated into American Sign Language with the help of an in-person ASL interpreter. Attendees are excited to have access to this kind of information and are eager to educate themselves in hopes of better managing their health.



The CN provides bone density screenings quarterly at the Schaumburg Township District Library. The CN has also attended events within the community to provide residents with information regarding the services provided at the Township.

In fiscal year 2023, the CN provided 690 health screenings, 302 support group interactions, 278

group interactions at lectures and cooking events, 538 walking group participants and supported 282 residents on a one-on-one basis for a total of 2,090 resident interactions.

The services of the CN are available for all residents of Schaumburg Township on Tuesday-Thursday from 8:30-4pm. Appointments are encouraged. For further information please contact Janet Stachula, RN at jstachula@nch.org or 847-285-4551.