

TOWNSHIP OF SCHAUMBURG  
**ANNUAL  
TOWN  
HALL  
REPORT**  
FISCAL YEAR 2024

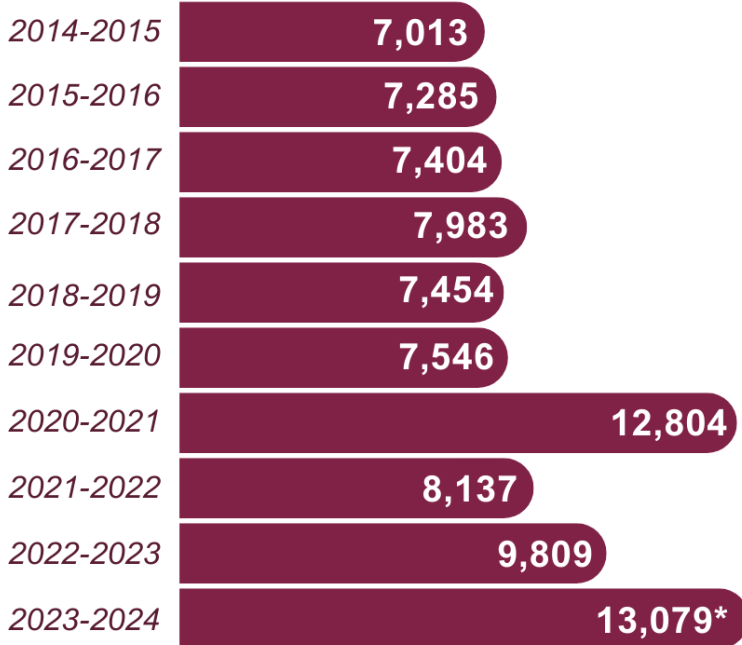


**\*33%**

increase in food  
pantry visits  
from last year.

**39,335**  
individuals served in food  
pantry in 2023-2024

### FOOD PANTRY VISITS



## 5 CAPITAL PROJECTS COMPLETED INCLUDING:

- Lobby & Main Level Bathrooms
- Entrance Ramp
- LED Light Conversion
- Solar Panels
- Elevator

### 2023-2024 HIGHLIGHTS



AARP volunteers processed **793** tax returns. Average gross income of individuals helped was **\$33,065** and average return was **\$850**.



**2,421** residential property tax appeals



Processed **13,275** new passports and passport renewals.



Completed the National Wildlife Federation's **Mayors' Monarch Pledge**.



The Township's Facebook page reached **213,401** people.



**20,000** residents transported via Township buses.

### PROGRAM SAVINGS & STATS

**\$287,029.34**

saved during Medicare  
Open Enrollment on  
prescription drug premiums

**↑20%**

increase in Disability  
& Senior Services  
CEDA Program  
assistance

**↑17.5%**

increase in Disability  
& Senior Services  
program attendance

**\$98,989.19**

issued through General  
Assistance and Emergency  
Assistance grants

## Department Highlights

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The following are highlights from Fiscal Year 2024. They do not include all the work completed by the departments. Please review monthly department reports on the Township's Transparency Agenda & Minutes page for more in-depth reporting at [tinyurl.com/28a5a373](https://tinyurl.com/28a5a373).

### Clerk's Office and Department of Administrative Services

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- Completed several capital fund projects including:
  - Front entrance ramp renovation to adhere to updated ADA compliance standards - meeting the needs of all residents.
  - A lobby renovation with added seating, a face-forward security desk and updated bathrooms to current ADA compliance.
  - Conversion to LED smart lighting.
  - Added solar panels to save not only electrical billing but reduce our carbon footprint.
  - Renovated the elevator to more reliable current technology.
- Made improvements to current signage with the addition of several digital signs in cooperation with the Community Relations Department to increase visibility of events, closures and more.
- Processed 13,275 new passports and passport renewals, generating \$151,256. The Office also completed 312 notaries and 49 Freedom of Information Act requests.



### Assessor's Office

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- Assisted 2,421 residents file residential appeals - remotely and in-person for Cook County Assessor and the Cook County Board of Review appeal periods.
- Hosted evening hours during property tax appeal periods and assisted 31 residents.
- 116 residents attended Township of Schaumburg Appeal Seminar, hosted by Assessor Lawson and Cook County Board of Review Commissioner George Cardenas, on October 23.
- 678 exemption applications filed from February – May 2023: Homeowners, Senior Citizen/Senior Freeze, Veterans, and Persons with Disability.
- 455 residential permits (for home renovations) filed with Cook County from our six municipalities.



## Disability & Senior Services

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- AARP volunteers processed 793 tax returns. Average gross income of individuals helped was \$33,065 and average return was \$850.
- Holiday Adoption: 170 households adopted (individuals, couples, families); 98 community donors.
- Medicare Open Enrollment: Assisted clients in saving \$287,029.34 in prescription drug premiums.
- Programming:
  - Senior Programs:
    - Program Growth: Added Meditation once a month, new partnership with Americans for Better Hearing Foundation once a month, expanded Fit for Life to twice a week; added Diamond Painting once a month.
    - Daytrips: 29
      - Notable: Starved Rock, Feed My Starving Children, BAPS Temple
      - Shows: 16
      - Tours/Museums: 7
    - Nashville (5day/4night) – 24 clients
    - Educational Classes: 12
  - Programs for individuals with disabilities
    - Bunny Brunch, Summer Celebration, Halloween Dance, Dinner with Santa
  - Deaf Services Programs
    - Day Trips: St. Charles Boat Tour, Polish Museum of America
    - New Programming: How to Use an iPad class, Breakfast Social (once a month)



## Community Relations

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- Launched an Instagram account, expanding our reach and relevancy to the community.
- Added an additional issue of the Town Crier to the annual schedule, publishing five issues instead of four.
- Hosted community events and also collaborated with several local partners such as the Juneteenth Planning Committee, Village of Schaumburg, Village of Hoffman Estates, School District 54, Children's Home and Aid, Hoffman Estates Police Department, Village of Hanover Park, Schaumburg Township District Library and more.



- Improved website accessibility with new tools to address issues impacting people with visual and other impairments.

## Department of Transportation

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- Transported 20,000 residents.
- Township Riders Initiative Program (TRIP) transported 700 residents to hospitals in the downtown area.
- Purchased four electric buses and began planning for charging stations on our parking lot.



## Welfare Services

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- \$98,989.19 (73 households) was issued through General Assistance and Emergency Assistance grants, to help support our residents who were experiencing a hardship such as a utility shut off, eviction and/or foreclosure.
- 13,079 households utilized the food pantry, supporting 39,335 individuals.
- 5,828.50 volunteer hours were tracked to support the amazing programming and services the department provided for the community.
- 3,166 resources/referrals were shared with Township residents. Casework staff work with thousands of residents who reach out for support to meet basics needs, sometimes Township programs are available and sometimes a resource and/or referral for outside assistance is shared.
- Pack the Bus, Coats for Kids, Adopt a Family, and the toy store supported Township households with children specifics.



## Road District

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### 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



#### Work accomplished in 2023

- Purchased new Loader/Backhoe
- Replaced 410 feet of culvert pipe
- 3400 S.F. of patching
- Chipped 48 loads of wood chips
- Removed 2 dead trees
- Replaced 37 signs (reflectivity update)
- Paved ½ mile of road
- Remediate collapsed drainage pipes
- Performed 800 Ft. of intensive swale maintenance

#### Proposed roadwork for 2024

- 400 L.F. of culvert replacement
- 5000 S.F of pavement patching
- 1.28 miles of paving
- Pavement marking
- Sealcoat streets

## Mental Health Board

- Completed a community needs assessment.
- Conducted hearings for agency grant applications.
- Arranged for a free Narcan dispenser at the Township in partnership with the Kenneth Young Center.



## Kenneth Young Center

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- 504 child and adolescent clients served through 10,866 hours of behavioral health care.
- 433 adult clients served through 9,855 hours of behavioral health care.
- Weekly youth empowerment programs to develop young leaders and create brave spaces specific to LGBTQ+ youth.

## Community Health Nurse

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- Grew attendance to the popular Walking Group 117% on every Tuesday, Wednesday and Thursday.
- Launched programing for the Deaf Community including a Diabetes support group once a month with 10-15 participants and health lectures once a month with 10-15 participants.

