



**TOWNSHIP OF SCHAUMBURG**  
1 Illinois Boulevard, Hoffman Estates, IL 60169  
Upper Level – Board Room  
**COMMITTEE OF THE WHOLE**

**September 17, 2025**  
**7:00 PM**

Teams: [Join the meeting now](#) Join Online: : <https://www.microsoft.com/en-us/microsoft-teams/join-a-meeting>

ID: 235 781 066 833

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The Township Board room is open during the meeting for public attendance but is subject to limited capacity. The Township will stream a live audio of the meeting in the Township Board room. Public comment is afforded on the conference line via Microsoft Teams. The public may also submit written comments prior to the meeting, which will be read by the Supervisor at the public meeting. We are requiring members of the public who wish to comment live or submit written comments at this meeting to the Township Administrator, Melissa Williams [mwilliams@schtn.org](mailto:mwilliams@schtn.org) at least one hour before the start of the meeting.

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**I. Call to Order / Pledge of Allegiance / Roll Call**

**II. Public Comment**

*(Remarks limited to three minutes)*

**III. Presentation**

**IV. Old Business**

**V. New Business**

- A. Discussion on W. Robert Vinnedge memorial designation.
- B. Discussion on the EV Open House.
- C. Achieveit, Board Pillars.

**VI. Announcements**

September 24, 2025 – Regular Meeting of the Board, 7pm  
September 27, 2025 – Passport Event with Congressman Krishnamoorthi, 9am – 1pm  
October 10, 2025 – Employee Appreciation Luncheon, Township Closed at 12pm, Chandlers  
October 13, 2025 – Township Closed – Indigenous People Day  
October 15, 2025 – Committee of the Whole, 7pm  
October 22, 2025 – Regular Meeting of the Board, 7pm  
October 23, 2025 – Trunk or Treat, Township Parking Lot, 3 – 7pm  
November 13, 2025 – Veterans Appreciation Event, Chandlers, 5pm  
November 19, 2025 - Regular Meeting of the Board, 7pm

*Any person who has a disability requiring an auxiliary aid or service for effective communication or a reasonable accommodation to participate in a Township meeting should contact Becky Cordes, ADA Coordinator and Director of Disability and Senior Services, by telephone at (847)285-4542 or by email at [bcordes@schtn.org](mailto:bcordes@schtn.org), as soon as possible and at least 48 hours before the scheduled meeting.*

November 27-28, 2025 – Township Closed, Thanksgiving

**VII. Executive Session**

**VIII. Adjournment**



Strategic Plan 2026-2030  
Draft for final comments/adjustments

## Schaumburg Township

### **Our Mission**

The mission of the Township of Schaumburg is to provide quality resources, assistance, and information to empower our diverse community through innovative programming, data-driven decision-making, and fiscally mindful leadership.

### **Our Vision**

The vision is to establish the Township of Schaumburg as Illinois' most responsive, dependable, inclusive, and responsible local government, while improving the lives of all those we serve.

### **Our Values**



#### **Accountability**

We are responsible to, and a reflection of, the community we serve.



#### **Integrity**

We believe in doing what is right for our clients.



#### **Equity**

We ensure all those seeking assistance are heard and cared for with honor, compassion, respect, and dignity.



#### **Excellence**

We provide high quality services in a competent, enthusiastic, professional, and ethical manner.



#### **Community**

Together with our employees and volunteers we work cooperatively with community, state, and national agencies to use our resources responsibly and sustainably.

Table of Contents

Contents

Plan Introduction ..... 4

Update of Prior of Strategic Plan ..... 4

    Service and program improvements ..... 4

    Training and Development Opportunities ..... 5

    Growth and Outreach ..... 6

    Township staff and infrastructure flexibility ..... 6

2026-2030 Plan ..... 7

    Township Efficiency (fiscally minded) ..... 7

    Program analysis and continued improvements ..... 8

    Capital Planning ..... 9

    Other ideas/ areas to focus:..... **Error! Bookmark not defined.**

## Plan Introduction

The Board of Trustees for the Township of Schaumburg (Township) have identified three main strategies for the next four years. These focus areas fall in direct result of the successful completion of the prior. Planned building construction has all been completed, positions are nearly all filled, and unfortunately the need for Township services continues to grow. Planning for the future will require creative strategic thinking focused on responsible expansion, the fiscal impact to taxpayers through responsible budgeting and investing, and deepening community relationships to ensure the continued support of the Township's mission, vision, and values. With a new Board, discussions identified the following strategies to solidify the future of the Township:

### 1. **Township Efficiency (fiscally minded)**

- a. Maintaining the health and wellbeing of the Township into the future to ensure the residents have a reliable, responsive, and consistent public resource available to them.

### 2. **Program analysis and continued improvements**

- a. Intelligent expansion of offerings with progression of expansion based on survey/social media data, registration trends, and community partnership opportunities with a focus on residents' psychological and physiological needs.

### 3. **Capital Planning**

- a. A focus on continued improvements to facility longevity, safety, and accessibility, expansion of needs requiring additional location/ fleet growth considerations, all while balancing responsible use of funding.

Taking these strategic themes into account, the following is a detailed listing of various projects and opportunities of each department, toward bringing the plan to completion and the Township into its bright future. As with this document, every decision begins with consideration of its fit to the mission, vision, and values of the Township.

This strategic planning document is for review and Board approval purposes only. Upon approval, the leadership team will incorporate the respective items into their Achievlt plans. Strategic planning discussions and review going forward will all be tracked in Achievlt, using the dashboard feature to provide real time updates to the Board and public (public dashboards will be determined by the leadership team and approved by the Board).

## Update of Prior of Strategic Plan

Toward understanding where the Township is headed, context is helpful to know what is in process of and has already been completed. With the final year (2025) of the prior plan nearing the last quarter, the current standing of outstanding items is:

### Service and program improvements

#### Administrative Services:

- Launch full employment services program for residents, maintained by Human Resources.

- Planning soft launch of services in Fall/Winter 2025.
  - Launch HR-sponsored employment services (resume building, job search support, mock interviews).
  - Offer flexible afternoon/evening HR office hours to reach working residents.

#### Assessor's Office:

- Determine expansion opportunities of off-site program supports.
  - With staffing needs filled in Q3, will delay this into early 2026 to allow for training and preparation.

#### Disability and Senior Services:

- Determine growth opportunities of annual program planning for children and young adults with disabilities.
  - On track to complete basic data collection and early analysis at the end of year.
- Fully launch/increase off-site benefit appointments.
- Determine strategy for expanded/evening hour programming opportunities.
  - ✓ On track for completion by end of year.
- Case management software updates/training needs.
  - ✓ Successful launch, staff implementation, continuing adaption of use.

#### General Assistance/Pantry:

- Determine needs, successes of current updates (expanded hours, etc.) and adjust accordingly.
- ✓ Finalize strategy for clients regarding order processing.
- ✓ Assess SWAP program and revise as recommended.

#### Community Relations:

- Continue development of a community partnership program with local agencies and community influencers
  - Successful re-start of the Schaumburg-area Communications Group. Collaboration ongoing.
- Assess/expand programs targeting young adults and families/kids
  - Delayed to include new Assistant Director of Programming.

### Training and Development Opportunities

#### Administrative Services:

- Staff survey of needs for staff success (training, software).
  - ✓ Slated for 2025 Q4

#### Transportation:

- Final EV conversion training for staff
  - ✓ Completed Q3.

#### Community Relations:

- Continue trainings on communication topics.
- Evaluate external programming/event tracking procedures.

#### General Assistance/Pantry:

- Review and revise efforts on inclusive food options as needed.

### Growth and Outreach

#### Assessor's Office:

- Review staffing balance, succession needs.
- Determine frequency of Saturday Hours during peak periods.
- Establish calendar for outreach to our 6 municipalities once/twice a week.

#### General Assistance/Pantry:

- Finalize storage space strategy for food donations, coat drive, unique events, and programs.

### Township staff and infrastructure flexibility

#### Administrative Services:

- ✓ Fill LCSW/grant writing position for Township- toward clinical service/programs.
  - Shifted direction, looking to expand resources of KYC to residents, and begin pilot of the free referral counseling services offered via DSS.

#### Transportation:

- Continue to monitor the driver count and scheduling needs.
  - Potentially plan on hiring 1-2 drivers to keep up with any retirements/transitions/route expansion.

#### Disability and Senior Services:

- Develop FT Community Outreach Coordinator position who would be responsible for coordinating & attending community outreach events, including running the ITAC program.
  - Budget for next fiscal year.
  - ✓ Pausing to allow Asst. Director of Programming opportunity to assess need against all the other changes.

#### General Assistance/Pantry:

- Assess additional staffing need to accommodate additional special needs collections/drives.

#### Administrative Services Infrastructure Efforts:

- Solar panel roof adjustments/follow-up.
- Completion of second floor over existing gym/activity room space (construction completed by late 2024/early 2025).



- Finalize plans for use of space for main and upper-level space, once all staff are reset in offices post sprinkler flood.
- EV infrastructure completion and any final steps.

## 2026-2030 Plan

The prior plan focused on evaluation of services, facility use/ improvements, and employee improvements- with an understanding that a new plan would be created post election. The intention was to ensure a level of continuity for the operations of the township. This included:

- review of program and service data,
- DE&I efforts,
- staffing performance and succession (planned retirements, etc.),
- energy efficiency (EV fleet, lights/solar); and
- use of building space.

The pillars established for this strategic plan reflect that intended continuity. Maintaining the rigorous attention to fiscal detail in budgeting and investing supports the needs of the Township now and in the future. Financial integrity allows for proper planning and execution of said plans. It allows for contingencies and the unknown of outside factors. Staff are then able to focus on efficiency, consistency, and excelling with customer service. The following outlines the strategic direction of the township addressing each pillar and closes with a general year over year timeframe.

## Pillar-based strategies

### Township Efficiency (fiscally minded)

- Cost benefits analysis of existing (at cost) programming
  - Trustee led partnership to review program costs and determine plan for tracking and analysis.
  - Provide findings to the Board for consideration and potential strategic plan integration.
- Consideration of areas for budget reduction
  - Annual review by department heads for any line-item adjustments for lower total costs.
  - Review spending patterns across programs for efficiency and cost savings
    - Better consolidated planning across programs/events for bulk shopping.
    - Continuous review of YoY spending on various events and programs.
    - Fundraising program support from Foundation to return to 100% donation filled pantry.
    - Continued incentive/rebate efforts for EV buses/infrastructure, and other energy efficiencies as applicable.

- Expand grant applications year over year.
- Identify profit-generating service expansion to lessen tax burden:
  - Installation of public facing chargers
  - Fishing licenses
  - License plate stickers
  - Township swag (dogs of the township calendar, car decals, stickers, shirts...)
- Staff
  - Morale and consistency of township culture
  - Growth of staff to align with program/service expansions
    - Second location considerations
    - Drivers
  - Consideration of creation of second shift/ weekend hours
  - Balance of volunteer opportunities (interns/civic projects)

#### Program analysis and continued improvements

- See above, as it applies here as well
- Program improvements
- Larger inclusive net of offerings
  - Seek resident input, current program vendors for suggestions, consider gaps in existing services.
    - Vision programming for no/low residents
      - Possible staffing/training needs
    - Expansion of grief support
      - Memorial walkway/pavers
      - Wind (soul) phone installation(s)
      - Village partnership for memorial space/ expansion of existing.
    - Pantry order enhancements:
      - Online order/delivery system
        - Possible staffing needs
      - After hours locker pick up
    - Multigenerational offerings to connect with residents earlier.
    - Continue focus on accessibility, including languages.
    - Employment programming for residents
      - HR sponsored programming
- Afternoon/evening targeted expansion (working poor target)
  - Address stalled Assessor Department plans for expanded hours (particularly 'in'season)

- No additional staffing needed at this time.
- HR “office hours” for employment services
  - No additional staffing needed at this time.
- Possible expansion of transportation services
  - Possible need for additional part time drivers to support shift rotations.
- AI taskforce for staff
  - Creation of working group
  - Focus on process, procedure, and policy
- Education and training (community relations and more )
- Community relations and media relations expansion (board focused)

## Capital Planning

- Township/Foundation relationship and process improvements
  - Work with Foundation toward annual giving campaign
  - Support Foundation fundraising efforts
- Final Illinois Blvd. improvement options
  - Parking lot
    - Study for final consideration of expansion option/ village permitting
    - ADA restriping of entire lot
      - Include public EV charger spec requirements
  - Delivery/loading dock for township
    - Pantry ramp and stairway ADA construction
    - Pantry locker/after hour pick up
  - Potential public facing charging (profit potential)
    - Purchase/install chargers
    - Possible use of ev incentives (if obtained)
    - Policy creation implications
    - Engage with village at start.
  - Technology
    - Continued staff training
    - Remote working
    - Scanning and security of ‘sending’ confidential information via email/ encryption rights for the building
    - Shared drive support/training/organization
    - Wifi connection improvements
  - Enhance building security
    - ID card/swipe card access
  - Final interior improvements/ renovation
    - Address any final walk through checklists for final touch ups, networking, etc.
  - Complete final facility walk through for final use of space discussions.
    - Employee offices
    - Storage

- Pantry
- Fleet future
  - Expand EV fleet numbers- depending on costs and performance
  - Add additional gas buses- cost/performance considerations
  - Replace/ add another large (long trip) bus
    - Possibility of one with a bathroom
    - Seat comfort
- Consideration of a second location
  - Where?
    - Considerations for best access for residents
      - Parking/public transportation access
    - What services will be available at additional location?
      - One-stop considerations
      - Tech/spec necessities
    - Staffing needs
  - Purchase/lease
    - Timing
    - Funding strategy
      - Donations
      - Fundraiser
        - Legislative support?
      - Capital fund/investments
  - Construction needs
    - Space
    - Network
    - Furniture
    - supplies

## Year over Year Timeframe (approximate)

2026

- Township Budget review
  - Cost benefits analysis of existing (at cost) programming
- Identify profit-generating service expansion to lessen tax burden
- Staffing shift considerations/pilot of expanded service hours
- Vision program pilots
- Memorial Paver program launch
- Early planning strategy for memorial partnership
- Staff training reset on Core Strengths (now Crucial Learning), other resources/tech
- Pantry loading dock/locker installation
- Parking lot study/ discussion with village on options (permitting/zoning)
- Public-facing charger installation planning
- Township support of Foundation fundraising/capital campaign planning
- 1 Illinois improvements finalized

- Determine roll out of items, security/access priority.
- Early discussion on funding strategy for second location options
- Technology improvements
  - ADA compliance on website
- AI working group
- Determine fleet needs (continue with replacements or determine schedule)
  - Budget capital fund considerations for FY28 budget

## 2027

- Program improvement implementation based on analysis/findings
- Grief memorial partnership with Village/Park District (expand on existing projects) final planning
- Staff head count, planning for expansion needs
  - Culture and morale strategies continue (HR)
- Implement profit-generating pilot projects
  - Public charger progress
- Pantry expansion, lockers, loading dock review (upon operational status)
- All final construction punch-lists completed, final use of space discussions.
- Accessibility improvements completed.
- Foundation capital campaign launch.
- Determine needs of second location:
  - Services
  - Space
  - Timing
  - Costs
- Final technology enhancements to Township location
- HR employment service expansion
- Continued evolution of volunteer/intern/ student civic/HP processes

## 2028

- Expanded hours across three of five workdays implemented township wide
- Roll our grief expansion (memorial, paver install, sky/soul phone installs)
- Vision program continued review and adjustment (expand/contract)
- Expanded profit-generating services:
  - Fishing/DL stickers, etc.
- Final 1 Illinois building improvements, finalize all schedules for updates/replacements (tech, offices, furniture, etc.)
- Approval of second location project plan (budget/plans)
- Staffing updates- expanded hour needs, successions plan for any pending retirements, etc.
- Review of program improvements, program growth, etc.

## 2029-early 2030

- Second location plan implementation
- All staff trainings in process (annual schedule implementation)

- Fleet transition final phases (all buses should be 2024 or newer)
- Any remaining/ open technology needs completed.
- Final staffing determinations implemented
  - Board approved new hires
  - Updates to existing job descriptions
  - Org chart updates
- Begin planning for new term (onboarding, etc.)
- All final analysis of programs, staffing, and space toward next strategic plan process