



TOWNSHIP OF
SCHAUMBURG

Annual Town Hall Report

FISCAL YEAR 2026

FOOD PANTRY VISITS

2015-2016	7,285
2016-2017	7,404
2017-2018	7,983
2018-2019	7,454
2019-2020	7,546
2020-2021	12,804
2021-2022	8,137
2022-2023	9,809
2023-2024	13,079
2024-2025	14,781
2025-2026	15,696*

*6.19% INCREASE IN FY26



46,457 people served in the food pantry.



Record food pantry monthly visits: **1,422**.




VETERAN SERVICES

- **NEW** Veteran Coffee Social
- **130** veterans and guests at Veteran Honor Roll Dinner
- **8** Veterans Honored in FY26

RESIDENT MONEY SAVED


\$202,619
on prescription drug premiums during Medicare Open Enrollment

\$170,000
estimated savings through free AARP Tax-Aide


UTILITY, GA* & EMERGENCY PAYMENTS

\$491,477
in LIHEAP payments


\$54,501.50
in General Assistance and Emergency Assistance




3,425 residential property tax appeals



843 free notarizations



Processed **9,102** new passports, passport renewals and photos



17,000 residents transported via Township buses.

SECURED 3 GRANTS

- ComEd Make Ready EV Charger Rebate Program
- Senator Laura Murphy through the Illinois Department of Commerce and Economic Opportunity
- The National Council on Aging and AT&T Digital Literacy Grant

*GENERAL ASSISTANCE

Department Highlights

The following are highlights from Fiscal Year 2026 (FY26). It does not include all the work completed by the Township. Please review monthly department reports on the Township's Transparency Agenda & Minutes page for more in-depth reporting at tinyurl.com/28a5a373. All numbers are from March 2025-February 2026 and duplicated unless otherwise noted.

Department of Administrative Services and Clerk's Office

- Secured two grants for capital improvement projects including the ComEd Make Ready EV Charger Rebate Program for \$300,000 and \$200,000 with the support of Senator Laura Murphy through the Illinois Department of Commerce and Economic Opportunity.
- Created the Veteran Coffee Social, a new social and referral support group for veterans.
- Launched the sale of Illinois Department of Natural Resources' fishing and hunting licenses at the Township.
- Processed 9,102 new passports and passport renewals and photos generating \$180,000, which was 43% more than fiscal year 2025.
- The Office also completed 42 Freedom of Information Act requests.
- In partnership with Cook County Commissioner Morrison, provided 150 low-cost rabies vaccines and numerous animals were microchipped free of charge.
- Registered over 60 residents to vote.
- Annual Veteran Honor Roll luncheon served 130 veterans and guests.
- Township provided notary services to 843 guests.
- Completed remediation from a burst fire sprinkler head, which impacted the Assessor's Office, Disability & Senior Services and the Clerk's Office/Administrative Services.



Assessor's Office

- Assisted 3,425 residents in filing residential appeals - remotely and in-person for Cook County Assessor and the Cook County Board of Review appeal periods.
 - Cook County Assessor Appeals: 2,424
 - Cook County Board of Review Appeals: 1,001



- 216 exemption applications filed including: Homeowners, Senior Citizen/Senior Freeze, Veterans, and Persons with Disability exemptions.
- 368 certificate of errors filed online on behalf of Township residents.
- 2,307 residential permits (for home renovations) filed with Cook County from multiple Township municipalities.

Disability & Senior Services

- Medicare Open Enrollment: Helped 488 residents review their Medicare Part D plan and helped 148 save a collective \$202,619 in premiums and drug costs.
- Holiday Adoption: 172 households adopted (239 people); 102 donors.
- AARP Tax Aide: Volunteers assisted 566 taxpayers receive \$495,703 in federal and state tax returns. We also estimate saving taxpayers about \$170,000 in fees that would have otherwise been spent on return assistance. 13 Deaf taxpayers were also assisted with their tax preparation.
- Programming:
 - Programs:
 - Programming Growth:
 - 3 new recurring exercise programs added: Stretch & Tone, Sit & Sweat, Core Fusion
 - Caregiver Support Group increased to meeting 2 times/month
 - Secured a digital literacy grant to administer weekly office hours for 1:1 technology assistance and monthly classes on variety of basic technology topics
 - Daytrips and Special Events: 45
 - Highlights included: Frank Lloyd Wright house tour, Fox River riverboat tour, Mother's Day tea, music night, ice cream social, retinal & hearing clinic, holiday extravaganza (200 seniors), Valentine's Day lunch and 2 vaccination clinics
 - 23 theater productions and musical tributes
 - Overnight Trips: 2
 - Savannah, Georgia (42 travelers)
 - Atlantic City, Philadelphia and New York City (41 travelers)
 - Educational Classes: 21

- Highlights included: monthly Medicare presentations, 3 fall prevention workshops, 2 AARP Drivers Safety Courses
- Disability Programs:
 - Bunny Hop Brunch (81 people)
 - Movie Night (17 people)
 - 40th Annual Summer Celebration (45 people)
 - Halloween Dance (29 people)
 - Swimming with Santa (42 people)
 - Skate Party (55 people)
- Deaf Services Programs
 - 12 Social Support Groups
 - 12 Breakfast Socials
 - 4 Cooking Classes
 - 3 Day Trips
 - Outreach at Deaf Nation Expo,
 - Monthly programs included: health presentations with Nurse Janet, diabetes support group for the Deaf, breakfast social and Deaf coffee chat



Community Relations

- Facebook followers increased in FY26 by 43% to 7,612 followers. The Instagram account saw growth, including increases in followers (+86%) and profile visits (+87%).
- Content interaction on Facebook has increased by 235%, which means the Township's online audience is reacting, sharing, saving and commenting more on the Township's content.
- The Township executed an awareness campaign during FY26. It included 4 campaigns:
 - What's a Township Anyway
 - Hidden Gems of the Township
 - DSS Referral Program
 - Real Stories and Real Impact

The campaigns focused on sharing information about programs and services, inclusivity and accessibility of Township government, fostering community, community investment and the impact of local governance. Tactics included a mix of owned, earned and paid media opportunities. Campaign content tended to resonate with the Township's online audience, in some instances more than our non-campaign owned content. Online



campaign advertisements reached 85,300 views and earned 1,735 direct clicks to the Township website.

- Coordinated 2 television features regarding the impact of the delay in SNAP benefits with Fox Chicago and WGN Chicago.
- Secured several features in the Daily Herald discussing services like the food pantry and transportation services.
- Planned 3 open houses throughout the year reaching nearly 200 residents in attendance.
- Updated the roadside marquee signage with a new monitor and software system.
- Staff engaged in the community at several events throughout the Township including but not limited to the Juneteenth Block Party, Village of Schaumburg Septemberfest and farmer's markets, Village of Hoffman Estates Community Day, 4th of July Parade and National Night Out, School District 54 Foundation Breakfast and resource nights, Village of Hanover Park COPS Day and

more.

- Improved critical website accessibility functions by making an online food pantry ordering form, online transportation registration form and online agency registration form.
- Continued to be a leader in Township communications by speaking at the Township Officials of Illinois Annual Conference and the Township Officials of Cook County Conference on effective promotional campaigns and engaging cell phone videos, respectively.

Human Resources & Career Services

- Led recruitment and hiring efforts that maintained full staffing across all Township departments during FY26, supporting operational continuity and service delivery to residents.
- Strengthened and expanded employee wellness and engagement initiatives, including the Living Our Values recognition program, employee health screenings, expanded wellness programming and the Restore & Recharge Wellness Cart.
- Advanced workforce planning and employee development through



structured training pathways, updated job descriptions, and the implementation of learning infrastructure within NeoGov to support staff growth and leadership development.

- Began advancing inclusive and equitable HR practices through policy review and participation in the Age Inclusive Management Series (AIMS), supporting accessible and inclusive programs for employees and residents.
- Expanded resident Career Services, providing resume assistance, job search guidance and interview preparation.
 - From September through February, Human Resources assisted 19 residents with resume development and job readiness support.
- Developed a new workforce improvement programming in partnership with community organizations, including employment workshops and job readiness events designed to connect residents with employment opportunities and workforce resources.

Department of Transportation

- Transported 17,000 residents including 4,361 residents to dialysis and 6,430 to doctor appointments.
- 2,791 rides included wheelchair users.
- Delivered 167 food deliveries to residents.
- Finished infrastructure construction for 5 electric bus chargers. All electric and gas vehicles are on the road transporting residents.



Welfare Services

- The food pantry served 6.19% more households in FY26, totaling 15,696 (46,457 individuals).
- The food pantry served the highest number of residents in December 2025, surpassing the height of COVID, with 1,422 households receiving an appointment. Online food ordering was introduced in September 2025 to help residents overcome transportation and scheduling barriers.
- The Township's casework team completed over 1,000 Low Income Home Energy Assistance (LIHEAP) applications in FY25/FY26, resulting in \$491,477 in direct vendor payments to their heating and/or cooling utility companies. The LIHEAP program year runs between Township fiscal years and is reported by the Community and Economic Development Association of Cook County on a program year basis only.

- The casework team supported residents during emergencies and times of struggle through direct vendor payments, aid and guidance within the General and Emergency Assistance programming. Disbursements totaled \$54,501.50 for FY26.



- The Pack the Bus school supply drive had the most extensive support since its inception 9 years ago: 211 boxes, \$5,366.93 in monetary donations and \$120 in donated gift cards.
- 1,577 children received gifts during the holidays.
- The Emergency Food Assistance Program (TEFAP) distribution contract was signed in May, and the food pantry started receiving United States Department of Agriculture (USDA) commodities in July.
- The Welfare Service team utilized 3 dietetics interns from

Dominican University to support the pantry's nutrition policy.

- 10,638.25 volunteer hours were recorded, which includes 78 weekly volunteers and community volunteer groups during monthly in-service days*.
- Bilingual Social Services Case Manager Laura Barrera was awarded the Outstanding Caseworker of the Year Award at the Township Officials of Illinois Conference.

*In-service group volunteer opportunities occur January-October.

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

Work accomplished in 2025

- Replaced 320 feet of culvert pipe

- 3500 S.F. of patching
- Chipped 39 loads of wood chips
- Removed 4 dead trees
- Replaced 6 signs (poles ran down)
- Remediate collapsed drainage pipes
- Performed 200 Ft. of intensive swale maintenance
- Place and maintain electronic speed signs
- Received new dump truck

Proposed roadwork for 2026

- 400 L.F. of culvert replacement
- 5000 S.F. of pavement patching
- 3.65 miles of paving
- Pavement marking
- Occupancy of new addition



Mental Health Board

- Contracted with ReferralGPS to provide free mental health care navigation services for Township residents. Additionally, a treatment fund was set up to assist those experiencing financial barriers.
- Provided \$1,336,296 in grant funds to 23 community-based organizations to provide mental health, substance use and intellectual/developmental disability services to Schaumburg Township residents.
- 2,280 Residents received 370,034 hours of service
 - Behavioral Health (mental health and substance use)
 - 15 agencies
 - \$1,155,740 in grant funds provided
 - 1,687 residents served
 - 33,643 hours of service provided
 - Intellectual & Developmental Disabilities
 - 8 agencies
 - \$180,556 in grant funds provided
 - 593 residents served
 - 336,391 hours of service provided (includes day programming)

Kenneth Young Center

- 446 clients under the age of 18 were served through 7,633 hours of behavioral health care.
- Services provided to Township of Schaumburg residents include outpatient individual, family, and group therapy; community support services; psychiatric services; crisis

intervention and prevention; and substance use prevention, intervention, treatment, and recovery services.

- Served 1,089 Township of Schaumburg residents (unduplicated).
- 24,721 service hours were provided to Township of Schaumburg residents FY26.

Community Health Nurse

Education continues to remain a top priority to meet the needs of the community. During FY26:

- Educational presentations, participation increased by 45%
- Blood Pressure, screenings increased by 168%
- Walking Group, participation increased by 49%
- Bridges to Memory, participation increased by 105%
- Diabetes support group, participation increased by 13%

