

NORTHFIELD TOWNSHIP PROGRESS UPDATE

YEAR END 2022

SUPERVISOR'S MESSAGE



Happy Holidays! It is my privilege to share with you the Township's accomplishments and service updates from the second half of 2022. The Township Board of Trustees and I continue to improve operations and services, as well as allocate more funds to meet the new or increasing needs of Township residents. Here's what we have been doing to serve residents:

We hired two full-time staff members. We hired an additional case worker to assist residents with human services that the Township provides. We also hired a Communications & Community Outreach Coordinator to improve our communication channels with residents and increase community involvement.

- Based on your feedback, we are exploring different options for offering transportation services in the Township. We currently have a Dial-A-Ride program that we offer through cab companies. We are exploring other transportation options such as ride sharing through Uber and Lyft to improve reliability and availability. Stay tuned for Dial-A-Ride news in early 2023.
- We launched a comprehensive strategic planning process including focus groups, a Community Needs Assessment Survey, and a strategic planning workshop with elected officials. The plan will be finalized in early 2023 and posted to our website. We will convene project teams to lead various high-priority initiatives coming out of the Strategic Plan.
- In October, the Food Pantry hosted "Glow Fore It: A glow-in-the-dark golf outing" to raise funds and awareness for the Pantry. Nearly 30 golfers participated in this inaugural event, and we hope to build momentum for next year's glow golf outing!
- From October 3 to November 3, Northfield Township Assessor Alida E. Nally, CIAO, and her staff assisted over 1,100 residents with their property reassessment questions and appeals. The Township also hired temporary staff to make sure we could assist as many residents as possible. Kudos to Assessor Nally and her team for all their hard work during the appeal window! (see infographic at right)
- The Food Pantry continues to provide food and grocery store gift cards to residents experiencing food insecurity at an unprecedented pace as the need in our community continues to increase. Our Food Pantry staff have done a great job of finding alternative sources of food to help keep the Pantry's shelves stocked.

You can read more details about these updates and service improvements in this newsletter. There is still more that the Board and I hope to accomplish. We are especially looking forward to the results of the Strategic Plan to see how we can improve services and serve you better!

And we're always looking for feedback. If you have ideas or questions, please email me at: shiva@northfieldtownship.com. Wishing you a safe and happy holiday season,

Humbly yours, **Shiva Mohsenzadeh, Supervisor**

2022 TRIENNIAL PROPERTY TAX REVIEW HELP



1,186

**Residents assisted with
appeal inquiries**

571

**Number of in-person
appointments**

320

**Number of phone
appointments**



Resident **Marguerite Giglio** reviews her assessment with **Assessor Nally**.

CASE MANAGERS SUPPORT AND CONNECT RESIDENTS TO VITAL SERVICES

The Township is fortunate to employ two experienced case managers: Hilda Morales, who has worked for the Township for four years, and Lizbeth Melgoza, who joined our staff in September. This Q&A highlights how they help residents access needed assistance and services.

What is the role of case managers?

We have three roles. First, we connect residents to services and assist in the application process, both Township services and services by other entities. We also educate residents on qualification criteria. Finally, we advocate for them, including connecting them to North Suburban Legal Aid to resolve landlord/tenant issues or utility payment problems.

How do you interact with residents?

We receive a lot of referrals from schools, village governments, and religious organizations that identify residents who could benefit from Township assistance. Residents can call our office and request an appointment with one of us. We will identify the documentation they need to apply for assistance. We also visit senior centers to educate residents and assist in completing applications for benefits.

What is the scope of assistance provided?

The Township provides direct Emergency and General Financial Assistance for qualified individuals to help with basic needs such as housing and access to our Food Pantry. At this time of year, we also enroll people for LIHEAP grants to help with utility bills during the colder months. We also connect

people with government agencies responsible for Medicaid, SNAP and Social Security, and refer them to organizations that provide subsidized healthcare, including prescriptions and eyeglasses.

What misconceptions do people have about your services?

While we provide valuable safety net support for people, we are not a 'one stop shop'. We can, however, assist with applying for a wide range of support services, from Emergency and General Financial Assistance, to LIHEAP funds, as well as refer residents to Access to Care (for healthcare services) and the Salvation Army. We know that having to work with many agencies can be frustrating but working together they can provide comprehensive support.

What does successful case management look like?

Success is when clients receive all the benefits they qualify for and become empowered and self-sufficient as a result. For many clients, having the general assistance, LIHEAP, and food support is the difference between being able to feed their family and keep them in a safe environment, and living with a lot of risks.



Caseworkers **Hilda Morales** and **Lizbeth Melgoza** help residents with questions about assistance programs at the Sunset Village Resource Fair in October 2022.

What improvements to service are you considering?

We would like to do more direct outreach, visiting and educating residents. Some people are reluctant to call or visit the office to ask for help, even when they qualify. We also would like to integrate a solution that helps with screening applicants, to streamline the qualification process and develop a clearer picture of each applicant's financial situation.

NEW STRATEGIC PLAN TAKING SHAPE

For the first time in well over a decade, the Board of Trustees embarked on a strategic planning initiative that will include surveys and focus groups of residents. After an in-depth vetting process, the Board retained the Center for Governmental Studies at Northern Illinois University to assist in the process from July through early next year.

By next spring the initiative will result in a clear vision for the Township and a long-term strategic plan that identifies current and evolving Township priorities, as well as a roadmap of projects and activities related to the top priorities. The strategic planning effort includes:

- An online survey of thousands of residents;
- In-person focus groups of residents, businesses, users of current



Township services, and personnel from other governmental and community organizations;

- Individual interviews of staff and elected officials; and
- Group workshops for staff and officials to forge consensus on priorities and action plans.

"It's an exciting initiative for residents, the Board and the staff," trustee Kate Spears explained. "Our Township has changed a lot over the last decade, and we look forward to learning how residents would like us to prioritize, improve and expand services and programs." Residents should look for and respond to invitations mailed by NIU requesting their input on the survey or participation in focus groups.

31 NONPROFIT ORGANIZATIONS RECEIVE FUNDING FROM NORTHFIELD TOWNSHIP

One important way the Township serves residents is by partnering with and funding non-profit organizations that provide various services to township residents. These include organizations that provide:

- Access to mental and physical healthcare
- Programs for individuals with disabilities
- Youth and senior services
- Education and housing support

In keeping with the Board's stated goal of using more funds for services to our community, the Board increased funding to \$650,000 for the 2022-2023 fiscal year (up from \$600,000 in 2021-22). For a list of organizations receiving funding from the Township, please visit:

<https://twp.northfield.il.us/services/human-services-funding/>

Role of the HSC. The application requests for funding are reviewed by the Human Services Commission (HSC). The HSC is critical to the success and integrity of the funding process. Commissioners generously volunteer their time and bring a wide range of expertise to the effort. The nine Commissioners reside in the Township, serve for a 3-year term, and meet several times a year to review the process, discuss goals and agree to funding recommendations. Jessica Shinn is wrapping up her third year with the HSC, and appreciates learning about local non-profit organizations. "These organizations are led by gifted, inspirational people

who act every day to address a wide range of issues in our community, from homelessness to child welfare to mental health services and more," observed Shinn. "It's very fulfilling work."

"These organizations are led by gifted, inspirational people who act every day to address a wide range of issues in our community, from homelessness to child welfare to mental health services and more. It's very fulfilling work." – Jessica Shinn

Application Process. Applications are available in September and must be submitted by mid-October. The HSC Commissioners then review and interview organization leaders over the winter months. The Commission makes recommendations to the Board

of Trustees, and subject to the Board's approval, funds are released to the organizations.

Improvements to Application Process. Working together, the HSC, Township staff and Board took steps to make the review process more comprehensive and consistent, and more reflective of what other funding organizations use. These improvements include:

- Revising the application to capture more information about the organization's services and anticipated use of Township funding,
- Clarifying the role of Human Services Commissioners so that applicants know what to expect throughout the review process, and
- Adopting a single rubric with more specific criteria to use in assessing applications.

If you are interested in being an HSC member, please contact roxanne.dunn@northfieldtownship.com

ANNUAL HSC PROCESS, RESULTS IN SPRING FUNDING REWARDS

Mid-September:
Applications Available

Mid-October:
Applications Due

November-January:
HSC Assessments

February:
Recommendations
by HSC to Board

Feb. – March:
Board reviews and
approves
applications

March:
Funds distributed

OAKTON SCHOLARSHIP RECIPIENTS CELEBRATED

In late 2021 the Northfield Township Board allocated \$100,000 toward merit- and need-based scholarships for District 225 graduates who were continuing their education at Oakton Community College. Working through the Oakton Educational Foundation, we were able to award 45 scholarships of \$2,000 each to Township residents for the 2022-23 academic year.



These students and others were recognized at a celebratory lunch November 5 at Oakton. We continue to work with Oakton, and Richard Van Hees, Director of Major and Planned Giving, to identify ways to support the youth of the Township.

"The Northfield Township Board of Trustees was delighted to deploy more of our funds to make these new scholarships available to Township residents taking classes at Oakton Community College. Oakton is a gem in our community offering an affordable path to education and employable skills that result in better economic outcomes and job opportunities for our residents. These scholarships are very meaningful to many students without which they may not have been able to attend college otherwise. We're thrilled Oakton was able to distribute 45 of these scholarships in just one year. We look forward to continuing our partnership with Oakton in the future to help more residents reach their educational goals."

- Shiva Mohsenzadeh



RECORD NUMBER OF RESIDENTS SERVED FOLLOWING TRIENNIAL TAX REASSESSMENT

This has been a property reassessment year for Northfield Township. Cook County follows a triennial reassessment cycle, meaning that a determination of each property's fair market value and corresponding assessed value occurs once every three years for taxation purposes.

This assessed value and exemptions determine your share of property taxes owed. If you missed the chance to appeal your assessed value with the Cook County Assessor earlier this year, there will be another opportunity to review your 2022 property assessed value to be sure it is equitable and file an appeal with the Cook County Board of Review (BOR) if helpful. No dates have been announced yet for the BOR appeal window.

During the Cook County Assessor 30-day appeal window, Assessor Nally and her staff worked many long hours to help over 1,200 residents with the appeals process, as well as educating residents about exemptions and their property tax bills. In addition to meeting with residents in-person as well as communicating via phone and email, the Assessor team also co-hosted

workshops about the appeals process with the Cook County Assessor's office. Market prices rose on properties in Northfield Township over the past couple of years, with assessed values determined as of January 1, 2022. This led to an overall increase of 34% in the assessed value for the township. If an individual assessment went up less than this, the property could see little change in its property tax bill. The full impact of this reassessment in tax bills will be known in late 2023 after all appeals are processed and any eligible exemptions are applied.



Assessor **Alida Nally** (second from left) with her team handled a record number of resident inquiries

"I want to thank my team and the entire Northfield Township staff for doing a fantastic job and working long hours this fall. We are gratified that so many residents sought our help and that we were able to assist you," stated Assessor Nally. She noted that during the last triennial reassessment, the appeal efforts of Northfield Township saved residents an estimated \$350,000 in taxes.

"Our goal is to ensure that property taxes are equitable across all households," explained Nally. She urged residents to schedule a consultation by calling our office or emailing her team at propertytaxhelp@northfieldtownship.com.

NORTHFIELD TOWNSHIP IN YOUR COMMUNITY



Employees from Pactiv Evergreen, Inc. headquartered in Lake Forest, pictured here with Township staff, worked together during Give Back Month of Action to collect more than 1,000 pounds of non-perishable food for the Northfield Township Food Pantry!



Trustee Spears enjoyed meeting with dedicated Food Pantry volunteers at the First Annual Volunteer Appreciation celebration in July.



Golfers hit the links at the Inaugural Glow FORE It! Glow-in-the-Dark Golf Outing to support the Food Pantry in October 2022

FOOD PANTRY SERVES RECORD NUMBER OF RESIDENTS, SEES DEMAND GROWING

The Northfield Township Food Pantry is helping more residents due to an increase in the cost of food.

Throughout this year demand for food assistance has grown. Already in 2022, the pantry has hosted 9,000 visits and served almost 1,000 families, surpassing the 894 clients helped in all of 2021. The total amount of grocery gift cards, given out once a month in amounts varying by household size, increased through October to a record \$281,570, up from last year's \$198,860, which had already increased 44% from the year before.

Many residents also took the opportunity to shop the pantry when we reopened for in-person service starting in July. Filling their own carts in our grocery store environment, rather than taking pre-packed assortments, created a more personalized and dignified experience that our clients appreciated. At the same time, maintaining both a high volume and wide variety of food options became more challenging.

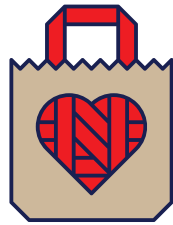
Supply chain glitches, including a shortage of aluminum cans, significantly affected the amount of food received from some of the pantry's largest

suppliers. Our Food Pantry Coordinator worked hard to source food from new suppliers.

Given the increased demand and market realities, we have a favor to ask: could you consider contributing to the Food Pantry this holiday season? The Pantry relies upon contributions and donations to maintain adequate inventory. No taxpayer dollars go toward food, making donations more critical than ever. We are especially grateful for a generous \$10,000 donation from our new neighbors, logistics experts Dermody Properties, which was presented at its Glenview groundbreaking in October. Similarly, a huge "thank you"

to the students and staff at Glenbrook South who collected items in November to restock our shelves.

For a current list of the most needed items and ways to help, please visit <https://twp.northfield.il.us/pantry/> and scan the code at right to learn more.



**NORTHFIELD TOWNSHIP
FOOD PANTRY**

COMING TOGETHER. MAKING A DIFFERENCE.



COMMUNITY STEPS UP TO STOCK PANTRY SHELVES



Supervisor Mohsenzadeh accepts a donation for the Northfield Township Food Pantry from Dermody Properties at the company's groundbreaking in Glenview.



Glenbrook South students **Claïra Paul** and **Drew Duffy** help collect and organize donations.



Northfield Township
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Glenview, IL 60025

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Office Hours Of Operation

8:30 a.m. - 4:30 p.m. (M, T, W, and F)
8:30 a.m. - 7:00 p.m. on Thursdays

Township Offices

Phone: 847-724-8300
Fax: 847-724-8310

Road District

847-724-7055
Emergency: 847-471-7055



**NORTHFIELD TOWNSHIP
FOOD PANTRY**

COMING TOGETHER. MAKING A DIFFERENCE.

2022 WINTER APPEAL WAYS TO DONATE

☐ **Online donations:** Visit twp.northfield.il.us/pantry. Make sure to type **2022 HOLIDAY** in the special instructions box.

☐ Enclosed is a donation of **grocery store gift cards**.

☐ Enclosed is a donation of \$ _____ to be paid: ☐ monthly ☐ quarterly ☐ one-time

Visa/MasterCard: Account # _____ Exp. Date _____
(Security code from back of card _____)

☐ **Check** (made payable to Northfield Township Food Pantry)

Acknowledgement information

Name _____

Address _____

City, State & Zip _____

Email _____

In memory of / In honor of (circle one)

Name _____

Address _____

City, State & Zip _____

Corporate match information included _____

Please return to: **Northfield Township Food Pantry
2550 Waukegan Road, Suite 100
Glenview, IL 60025**

The Northfield Township Food Pantry is a 501(c) (3) Organization – Greater Chicago Food Depository Affiliate Agency