

**General Assistance / Emergency Rental Assistance:**

Operational Focus Update:

During the month of February, Township served 30 clients, totaling \$10,200.00 in direct financial support. Each client received the standard monthly stipend of \$340, which helps cover essential needs while they work toward long-term stability.

No Supplementary Security Income (SSI) reimbursements were received in February. One client was approved for SSI late in February; however, the DHS Recovery Unit had not yet processed the Township’s reimbursement. This reimbursement will be included in March’s Operations Report.

Program Goals:

- Ensure timely financial support for residents with basic needs
- Support clients as they move through the SSI/SSDI process and facilitate transitions.
- Prevent eviction and housing instability for families experiencing hardship
- Reduce transportation barriers that limit access to healthcare or other essential services.
- Maintain program compliance while providing trauma-informed support

Monthly Service Metrics:

Staff provided 13 hours of case management, including 7 hours with 7 new applicants, though no new clients were approved for General Assistance in February. One client successfully transitioned to SSI/SSDI, which is the primary goal of the General Transitional Assistance (GTA) program. GTA supports clients during the often lengthy SSI/SSDI application process, ensuring they have basic financial stability while pursuing Social Security benefits.

<b>General Transitional Assistance</b>	<b>Monthly Total</b>
Number of Checks Distributed	30
Total # Case Management Hours	13
Total # of Hours with New Applicants	7
Number of New Clients	0
Number of People Transitioned	1
Number of People Transitioned	3

During the month of February, Township provided rental assistance to 18 households including 4 households with disabilities. Of the households served, 10 were black, three were white, four were mixed race (black & white) and one was multi-racial. These numbers reflect not just the volume of households seeking help, but also the disproportionate impact on residents with limited income and high housing costs.

<b>Emergency Rental Assistance</b>	<b>Monthly Total</b>
Number of Households Served	18
Total Households with Disabilities:	4

<b>Emergency Rental Assistance Income Category</b>	<b>Monthly Total</b>
Extremely Low (0-31% Median Family Income)	11
Low Income (31-20% Median Family Income)	6
Moderate Income (51-80% Median Family Income)	1

Resource Distribution

Two clients received bus passes through a cost-sharing partnership with the Community Foundation. These passes help clients attend medical appointments, job interviews, social security follow-up appointments and other essential activities that support individual stability and progress.

<b>General Assistance</b>	<b>Monthly Total</b>
Bus Passes Distributed	2

Operational Challenges

- While timely SSI reimbursements are ideal, the Township has little control over state processing timelines. Delays are common, particularly when clients receive determinations late in the month.
- The GTA process begins with the distribution of required documentation that the prospective client completes and returns to staff. Often times, delays in the application process occur, due to individuals not fully completing or not returning required documentation.

**Strides Emergency Shelter:**

Operational Focus Update

Professional development is a monthly requirement for all Strides’ staff. Some training is assigned; however, staff may complete unassigned training after an approval process. In the month of February, Strides’ leadership team completed the following trainings: Women in Leadership, Leadership and Influence and Change Management trainings offered by the Illinois Department of Human Rights, Realis Academy, and Illinois Department of Human Services. All Case Managers completed Basics of Effective Documentation. Other trainings attended by staff were, Motivational Interviewing Skill Building, Understanding Implicit Bias, Preventing and De-escalating Crisis Situations, Creative Problem Solving, and Turnaway’s, Warm Handoffs & Shelter Bans.

Monthly Service Metrics

February was the first full month operating under a revised service model which reduces service levels to 64 bed-holders and also limits access to day beds and nights out. This change was made in order to improve quality of service and to better align operations with available resources. Permanent guests can access Strides during the daytime by utilizing Day Center services or signing up for in-house volunteer hours that may be counted toward SNAP requirements or toward the guests’ incentive bank for purchases from the U Earned It store.

<b>Bed Utilization</b>	<b>Men</b>	<b>Women</b>	<b>Total</b>
<b>Beds Utilized - Night</b>	1355	572	1926
Average Nightly	48.39	20.42	68.79
Unduplicated	113	46	159
<b>Bed Utilized – Day</b>			
	8	8	16
Average Daily	0.29	0.29	0.57
Unduplicated	4	5	9

Former shelter guests who were housed through the Rapid Rehousing Program (RRH), meet with their case manager, monthly. The case managers focus on teaching life skills and providing wrap-around services to support housing stability. All apartments have been found in compliance with program requirements for habitability, and participants have been able to make their spaces comfortable with supplies from RPC’s Basic Needs for Homeless Households program and community donations of household items.

In February, one RRH participant continued searching for housing, while a new participant who enrolled late in the month, will begin their search. No housing applications were completed, however, progress is anticipated in March as the guests are highly motivated to find housing.

<b>Rapid Rehousing</b>	<b>Current Enrollment</b>	<b>Participant Exits</b>	<b>Currently Housed</b>	<b>Looking for Housing</b>
6 Household Capacity	4	0	2	2
Exit Reason	n/a			

In February, Case Managers began another 8-week Internal Programming focusing on the 8 dimensions of wellness. Current programming focuses on Job Readiness, Money Matters, Mental Health, and Physical Wellness.

\*Case Management: Tracking case management meetings is a new metric. This month’s data is partial while staff work on collecting additional data for future reports.

<b>Services Provided</b>	
Intakes	18
Centralized Intakes Submitted to Coordinated Entry	10
Case Management*	58 clients, 132 meetings
Monthly Average Number on Waitlist	22.64 on waitlist 11.25 request for a bed
Internal Program Participants	151 Participants 55 unduplicated
Annual Bus Passes	4
Guest Forum Participants	3
Bus Tokens Provided	2
Strides Linen Laundered	778 loads
Shelter Diversion Transportation	2
Transition to Long Term Housing	6



Notary Service for DMV, Birth Certificate	2
Day Center Visits -Community Wednesdays	65 visits, 57 unduplicated

Additional Community Resources Provided

- 18 laundry loads completed by community members
- 20 showers provided to community members
- Avicenna provided on site medical care once during the month

Operational Challenges

- Availability of Affordable Housing in Champaign County
- Transportation for guests that have medical appointments that are scheduled fast and outside of the insurance timeline for transportation.
- Some guests' unfamiliarity with bus stops and availability.

**Prosperity Gardens:**Operational Focus Update:

Prosperity Gardens is a seasonal program, and services typically begin in early Spring, therefore, no program metrics are available for February. The Program Director provided employment applications to CU at Home and Strides Shelter to begin the 2026 hiring process, with interviews planned for the week of March 23. However, due to temporary staffing limitations, the programs interviewing and start date will be delayed, beyond the planned April 6<sup>th</sup> launch. Program operations are expected to begin some time in May.

Upon confirmation of a new start date, the program anticipates hiring six participants to work on the North Farm. Initial tasks have included pruning perennial fruits and vegetables and beginning seed planting for the upcoming season. This year marks Prosperity Gardens' 10th year participating in the Champaign Farmers Market, which will begin in mid-May, however, due to the delayed program start, participation in the Market may also be delayed.

The 2026 season will be the first year utilizing the high tunnel which will extend the growing season and improve pest management. Additionally, there are plans to introduce beekeeping. Collaboration with the DREAAM Program and ROE (Regional Office of Education) will support efforts to re-establish the North First Street site as an urban agriculture campus, providing individuals with hands-on learning and employment opportunities in the Gardens' year-round greenhouse.

Daily Service Metrics

None for February

Resource Distribution

None for February

Operational Challenges

- Delayed program start due to temporary staffing limitations

**City Assessor’s Office:**

Operational Overview

The Assessor’s Office continued assessment work throughout February, including permit review, exemption processing, sales study updates and preparation of final values for the 2026 assessment cycle. Timelines were set to ensure that the CAMA (computer assisted mass appraisal) software’s ongoing concerns will be resolved in time for the 2027 assessment cycle.

Building Permits

Building Services forwarded all February permits for review. Of these, 10 were relevant to assessment work and were added to the viewing list for 2027 assessments. The remaining permits did not require valuation changes and were documented on Property Record Cards to note improvements.

Total Permits Received	71
Permits Requiring Field Inspection	10

Senior Citizen Exemptions

Exemptions will be mailed at the beginning of March. Well over half of the 4500 exemptions mailed out were returned, and staff are processing them to apply each to next year’s tax bills.

Assessment Cycle Progress

All viewing and measuring for the 2026 assessment cycle has been completed. Staff are now preparing to enter final numbers onto the assessment rolls.

Total Parcels Viewed & Valued in 2026	272
Percentage of Parcels Ready for Final Step	95%

Program Goals

- Support community members—especially seniors—by assisting them through the exemption application process with clarity and care.
- Stay on schedule with the property tax cycle to meet all deadlines and fulfill responsibilities for the county supervisor.

Operational Challenges

The office continues to work with the CAMA vendor to address software performance issues, which affect certain residential-level functions. These issues do not impact valuation work, including new construction and commercial assessments. The vendor has been notified and given a July 1<sup>st</sup> deadline to implement any necessary updates according to the contract. There is a termination clause in the contract that states if either party neglects or fails to perform their end of the agreement, a Notice to Terminate may be served. This timeline will give the Assessor time to evaluate other options, if necessary, in preparation for the 2027 assessment cycle.



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