



**Rolling
Meadows**

Human Services

**Energy Efficiency Through Trusted Community
Connections**

Who We Are & What the Grant Supports

WHO WE ARE

Rolling Meadows Human Services is a trusted point of connection for residents seeking assistance with basic needs, benefits, family resources, utility assistance, and community services.

WHAT THE GRANT SUPPORTS

Through the LIEEOE grant, Rolling Meadows is integrating energy-efficiency education and energy-assistance resources into existing Human Services programs, multilingual outreach, Family Services Day, and other community events.

OUR APPROACH

Rather than creating a stand-alone energy program, we meet residents where they already are and connect energy education with practical resources and assistance.



The City of Rolling Meadows

Population: 23,981

Households: 9,065

The Need: Make Energy Help Easier to Reach

For many households, energy costs are part of a larger financial picture. Human Services already works with residents facing utility costs, food insecurity, housing needs, benefit access, and other financial pressures, creating a trusted entry point for energy education and assistance.

Energy Burden

Some households are balancing utility bills with food, housing, transportation, healthcare, and other essential expenses..

Language & Awareness

Residents may not know which energy-efficiency or utility-assistance programs are available, how they qualify, or where to begin.

Access

Applications, program requirements, transportation, technology, and navigating multiple agencies can make assistance difficult to access.

Trusted Navigation

Human Services can bridge that gap by explaining options, helping residents identify appropriate programs, and connecting them to a next step..

 **36.3%** of Rolling Meadows households earn less than \$75,000 annually

Our Delivery Model: Energy Education Through Trusted Connections

Rolling Meadows integrates education into community touchpoints residents already know and trust.

- 01

Family Services Day

Large multilingual family resource fair featuring interactive energy education, including Energy Efficiency Lotería.
- 02

Human Services Navigation

One-on-one conversations, referrals and follow-up when residents seek assistance.
- 03

Energy Assistance Events

On-site enrollment opportunities such as LIHEAP sign-up at City Hall.
- 04

Community Events

Use other high-attendance City events to reinforce energy and sustainability messages.
- 05

Digital & Print Outreach

City webpages, newsletters, flyers and partner communications extend the reach year-round.

Family Services Day: Making Energy Education Engaging



Family Services Day is a welcoming resource fair for the whole family.

Energy-efficiency education is placed alongside other supports families are already seeking.

The setting creates opportunities for short, practical conversations rather than expecting residents to attend a separate energy workshop.

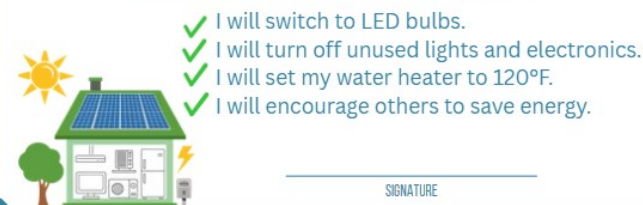
Multilingual, relationship-based outreach helps normalize energy efficiency as part of household well-being and affordability.



ENERGY AWARENESS PLEDGE

I, _____

PLEDGE TO SHARE HOME ENERGY EFFICIENCY TIPS
WITH FIVE FRIENDS AND FAMILY MEMBERS AND
ENCOURAGE POSITIVE ENERGY CHANGES.



SIGNATURE

Community Lotería: Getting Resources in Our Resident's Hands

More than a game: Lotería creates a comfortable space for conversations that can connect residents to real resources and next steps.

ENGAGE

Create a welcoming, fun environment where residents can learn about community resources while participating in a familiar game.

EDUCATE

Incorporate LIHEAP, utility assistance, energy resources, and other community supports directly into the Lotería experience.

CONNECT

Give Human Services staff an opportunity to answer questions, provide information, and make warm referrals during the event.

ACCESS

Use bilingual, culturally responsive outreach to make information easier to understand and more approachable for families.



Community Engagement Lotería: Connecting Residents to Resources



Loteria Comunitaria
Community Loteria





Loteria Comunitaria
Community Loteria





La Luz/Electricity

ComEd Energy Efficiency Program
Programs and resources to help families save energy and lower electricity costs. Programas y recursos para ayudar a las familias a ahorrar energía y reducir los costos de electricidad.
Phone / Teléfono: 1-855-433-2700

LIHEAP (Low-Income Home Energy Assistance Program)
Help with gas and electric bills for eligible households. Contact your township to apply. Ayuda con los pagos de gas y electricidad para hogares elegibles. Comuníquese con su municipio para aplicar.
Elk Grove Township: 224-265-6111
Palatine Township: 847-358-6110
Schaumburg Township: 847-285-4503
Wheeling Township: 847-259-7730



Centro de Recursos Comunitarios de Rolling Meadows (RMNRC)
Servicios comunitarios incluyendo clínica legal, terapia, grupos de apoyo, servicios para adultos mayores, ayuda con beneficios públicos, actividades de biblioteca, talleres y campamentos de verano.
Rolling Meadows Neighborhood Resource Center (RMNRC)
Community services including legal clinic, therapy, support groups, senior services, public benefits assistance, library activities, workshops, and summer camp.
2260 Algonquin Pkwy., Rolling Meadows, IL



SERVICIOS HUMANOS
HUMAN SERVICES



Harwell Bible Chapel
Food pantry on Saturdays from 10:00am to 12:00pm / Despensa sabados 10am - 12:00pm
800 S. Rolling Rd., Rolling Meadows, IL
Tel: 847-289-7005

Rolling Meadows Food Pantry
Food pantry / Despensa Sabados / Sabados de 10:00am a 12:00pm
Tel: 847-289-7005

Elk Grove Township Food Pantry
400 Landonier Rd., Elk Grove Village, IL 60007
Phone: 224-265-6111

Schaumburg Township Food Pantry
1 Broad Blvd #100, Hoffman Estates, IL 60169
Phone: 847-884-0030

Wheeling Township
1416 N. Arlington Heights Rd., Arlington Heights, IL 60004
Phone: 847-259-7730

Palatine Township
721 S. Quentin Rd #103, Palatine, IL 60067
Phone: 847-358-6110

Energy Affordability in Action: On-Site LIHEAP Enrollment

Feb. 6

City Hall Event

12:00–4:00 PM

On-Site

Access

Appointments + application support

2

Languages

English • Spanish

Lower Barriers

Purpose

Bring utility assistance directly to residents

What residents could seek help with

Gas or electric bill assistance

Utility reconnection needs

Navigation to available energy supports



The City of Rolling Meadows Human Services Department, in partnership with our local Townships, invite you to:

Apply for LIHEAP at City Hall

Low Income Home Energy Assistance Program

Friday, February 6, 2026
12PM - 4PM

Rolling Meadows City Hall
3600 Kirchoff Rd., Rolling Meadows



Sign-Up available for all residents in:
Palatine, Schaumburg and Elk Grove Townships

Am I eligible?

- Gas and/or electric assistance (past-due balance not required)
- Household must be within income guidelines (see chart for details)
- Delivered fuel households eligible
- Reconnection assistance up to \$1500

What do I bring?

- Proof of income (current 30 day gross)
- Most recent utility bill(s)
- Proof of SSN or ITINS for all household members. (Undocumented residents are welcome to apply)

Income Guidelines
*30 day gross income by household size.

1	\$3,332
2	\$4,357
3	\$5,382
4	\$6,407
5	\$7,432
6	\$8,457
7	\$8,649
8	\$8,842

Assistance available in English, Spanish, and Polish.
Asistencia disponible en inglés, español y polaco.
Pomoc dostępna w języku angielskim, hiszpańskim i polskim.

**By appointment only, to schedule your contact
Bethany at 847-789-1320**

Meeting Residents Where They Are: Year-Round Community Outreach

Rolling Meadows uses multiple community touchpoints including newsletters, presentations, resource tables, community events, and existing Human Services programs to share information and connect residents with energy resources throughout the year.

Family Services Day
May 9 Primary grant-supported resource fair

Food Pantry
Twice a month

Tabling Events
Year Round High-visibility resident engagement

Community & Partner Events
Year-round Human Services outreach and referrals

Newsletter
Year-round Energy assistance and efficiency resources

Energy Efficiency Lotería
Ongoing Interactive education at family, community and partner events.



Partnerships Turn Energy Education Into Action

Our role is not to recreate utility programs, it is to help residents find, understand and access them through trusted local connections.

Metropolitan Mayors Caucus

Grant support and resources that help Rolling Meadows develop creative outreach approaches, including interactive energy education.

ComEd / Nicor Gas

Energy-efficiency programs, weatherization opportunities, bill support and utility resources.

LIHEAP / Community Assistance Partners

Application support and household energy assistance.

City Environmental Committee

Broader sustainability education and opportunities to reinforce energy messages.

Human Services & Community Partners

Resident navigation, multilingual outreach, event promotion and warm referrals.

Out Reach and Engagement to Date

Tracking how residents are reached, educated, and connected to energy resources.

Residents Reached

Over 500 residents
reached

Through community
events and outreach

Energy Conversations

Direct conversations /
questions

One-on-one questions,
education & resource
navigation

Educational Materials

Flyers, handouts, resource
cards, energy efficiency
loteria

Program Referrals

Warm Connections

LIHEAP, utility assistance &
energy-efficiency programs

What We're Learning

01 Energy is most effective when it is connected to immediate household needs.

Residents may come for food, benefits, family support or utility assistance. Energy education becomes more relevant when it is part of that larger conversation.

02 Trusted messengers matter.

Human Services staff and familiar community partners can explain programs in plain language and help residents identify a realistic next step.

03 Multilingual access is part of energy equity.

Language access reduces another barrier between residents and programs designed to help them.

04 Meeting residents where they are increases opportunities for engagement.

The Lotería has reinforced this lesson for us. When energy education is interactive and incorporated into an event families are already attending, it creates a much more natural opportunity for engagement

Looking Ahead

Building on what we've learned, Rolling Meadows will continue expanding outreach, strengthening connections to energy resources, and tracking how residents move from awareness to action.

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|-----------|------------------------------------|--|
| 01 | Expand Energy Education | Continue integrating energy-efficiency and assistance information into Human Services outreach, newsletters, community events, and resident conversations. |
| 02 | Increase in person outreach | Use City events, community gatherings, and partner opportunities for education, tabling, and one-on-one engagement. |
| 03 | Strengthen warm referrals | Help residents connect directly to LIHEAP, ComEd/Nicor programs and other appropriate energy resources. |
| 04 | Strengthen Impact tracking | Document residents reached, materials distributed, referrals, languages, recurring questions, and follow-through to better demonstrate impact. |

Goal: make energy savings easier to understand, easier to access, and easier to act on.



Thank You

**Energy efficiency works best when residents encounter it through people
and places they already trust.**