

Leveraging Artificial Intelligence for Assessing Township Property

*Presented by Jeff Reiter, CEO RWK IT Services | Amazon Best Selling Author, ILACP, IAFPD & TOI Speaker
Erin Kljaich, Plainfield Township Assessor Will County, CIAO-M, Education Committee, Illinois Property Assessment Institute*

One minute.
Big **impact**.
Complete the **session
feedback** form.



Monday 2:45PM

AI Is Not New

It Just Couldn't Work Before

1980's





61701

61702

61704

61705

61709

61710

1980s, 1990s: Neural Networks, Expert Systems

This session:

- ✓ **Understand what AI we are talking about**
- ✓ **Which AI is a fit an Assessor's office**
- ✓ **Critical steps to take as you implement**
- ✓ **Get practical tools to adds value with AI**

This is for you if.....

- You are an Assessor
- You'd benefit from an extra coach
- You need to accomplish more without adding headcount
- You want to stay efficient during appeals season
- You are creative

Get ready to take notes



AI is Just a Tool

**A Tool That
Everyone is Using it to
Their Advantage**



ChatGPT



LAUNCH DATE

November 30, 2022

LAUNCH DATE

February 4, 2004

TIME TO 100
MILLION USERS

~2 months

TIME TO 100
MILLION USERS

~4,5 years

AI (artificial intelligence)

**Sophisticated computer programs
drawing from colossal data stores,
leveraging powerful computers.**

3 Kinds of AI:

Autonomous | Predictive | Generative



AUTONOMOUS AI

Systems capable of making decisions and taking actions without human intervention.

These systems operate independently, often using real-time data and reinforcement learning.

Key Features:

- Self-sufficient decision-making
- Operate in real-world environments
- Often used in robotics and automation

Predictive AI



Sales forecasting



Fraud detection



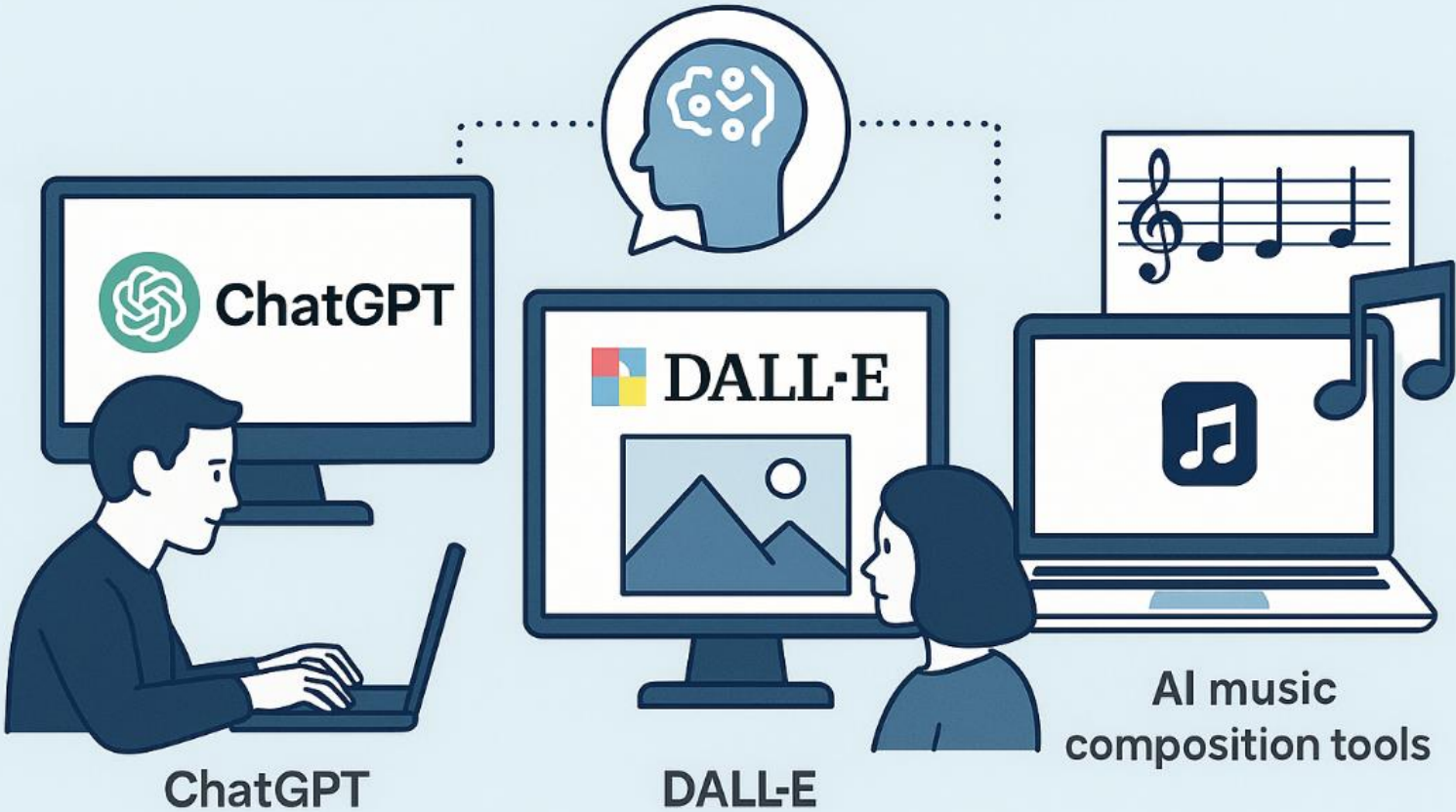
Predictive maintenance

Analyzes historical data to forecast future outcomes. It uses machine learning models trained on past data to predict trends, behaviors, or events.

Key Features:

- Data-driven predictions
- Often uses statistical models and machine learning
- Common in business analytics and decision support

GENERATIVE AI



Creates new content—such as text, images, music, or code—based on learned patterns from training data.

It generates novel outputs that resemble human-created work.

What it can do:

- Draft SOP's, grants, training documents
- Summarize meetings, policies, NFIRS reports
- Create presentations, reports & agendas

Want To Know How They Work?



A large language model (LLM) is a type of AI that uses deep learning on massive datasets to understand, generate, and predict human-like text.

Autonomous? Predictive? Generative?

MOST ALL...

PLATFORM / MODEL	AUTONOMOUS FEATURE	SCOPE
OpenAI GPT-4o / o3	Operator — autonomous multi-step web tasks without human supervision	Web automation & task execution
Anthropic Claude	Model Context Protocol (MCP) — connects LLMs to external tools; Claude Code for autonomous coding	Dev tools & external systems
Google Gemini	Deep Research — independently synthesizes dozens of sources; Agent2Agent (A2A) protocol	Research & multi-agent comms
Microsoft Copilot	Agentic browser in Edge — autonomous participant within the browser environment	Browser & workplace tasks
Meta / Open Source Llama 4 / Mistral	Agentic frameworks via open-source ecosystem; MoE architecture enabling complex reasoning	Developer-built agent pipelines
All Major Platforms	Gartner: 40% of enterprise apps will embed AI agents by end of 2026 (up from <5% in 2025)	Enterprise-wide adoption

**How Can You Take
Advantage of AI in Your
Workplace?**

Use On Platform Of Your Choice



Speed

Accuracy

Efficiency

**Make The Use of AI
Safe
in Your Office**

Leverage AI

You Need Rules For Protecting Sensitive Data



**Do You Have A
Policy For AI Usage?**

80% of workers use unapproved AI

**50% of them do so regularly
...without approval**

**No Policy?
No Awareness?**

**....You and Your Staff
Can Be Leaking Sensitive Data**

WHY?

**I've Seen Firsthand the
Devastation Caused by a Data
Breach**

**and Lawsuits from Exposed
Personally Identifiable Information**

“

Defendant had numerous statutory, regulatory, contractual, and common law duties and obligations, including those based on its affirmative representations to Plaintiff, to keep their PII confidential, safe, secure, and protected from unauthorized disclosure or access.”

What AI Sees

AI Store, unless...

PRIVACY CAPABILITIES

Platform	Paid Tier Available	Private by Default (Business / Enterprise)	Guidance
ChatGPT	Yes	Yes – Business / Enterprise	Use only approved work accounts for Twp data
Microsoft 365 Copilot	Yes	Yes – Inside MS365 Tenant	Data stays in M365; audit permissions regularly
Google Gemini (Workspace)	Yes	Yes – Workspace / Enterprise	Use Workspace version only
Claude	Yes	Work / Enterprise only	Consumer plans are not private
Grok	Yes	Only Enterprise	Treat as public AI
Mistral (le Chat)	Yes	Team / Enterprise	Free/Pro may train models
Perplexity	Yes	Enterprise options	Sensitive data requires approval
Llama (self-hosted)	No	Yes – self-hosted	IT-managed, in-house use

Enterprise = high price. Microsoft Copilot is most economical and straightforward

Ignorance is Risk



**Without Policies and Properly
Configured AI Tools**

Assessor Office Sensitive Data

Personally Identifiable Information

Financial Information

Implement a Policy for AI Use at Your Township, County, Business



Join Me at Industry Insights

How to Inventory Use of AI In your business right now

Establishing AI Use Policies

Stopping email spoofing in your business

Tomorrow, 2:45 PM – 3:45 PM at Beaufort

EXERCISE THE 10-SECOND RULE

IF IT'S A PERSONAL OR FREE AI ACCOUNT:

Assume what you type may be used to improve the model.

IF IT'S AN APPROVED ENTERPRISE ACCOUNT:

What you type, upload, or manipulate stays secure, internal.

"Business" or "Team" accounts do not mean private

2 GOLDEN HABITS

- 1. Source check:** If the output states a fact, attach or cite your source before sharing.
- 2. Owner check:** Anything public-facing still gets human sign-off by Assessor.

HOW MANY assessors for townships are there in Illinois in 2026

Searched the web >

There is no single official statewide count of township assessors specifically, but here's what the data tells us:

Illinois has approximately 1,426-1,429 townships (sources vary slightly). Of the 2,826 general purpose governments in Illinois, 1,426 — or about 50.5% — are townships. There are 17 counties with no township government at all, operating under the precinct form instead.

On assessors: Each township has an elected (or appointed) assessor that appraises property. However, the number of assessors is somewhat less than the number of townships, for a couple of reasons:

- 1. Multi-township districts:** Some assessors cover multiple townships combined into a single assessment district, reducing the total number of individual assessors below the township count.
- 2. Cook County is unique:** In Cook County, townships do not assess the value of a property — all assessments are made by the Cook County Assessor's Office. Each township in Cook County does have a township "assessor" but that role is limited and they are not directly involved in the assessment process.

So the rough answer is: there are somewhere in the range of 1,400+ township assessor positions across Illinois, but the exact number of individual assessors (as opposed to assessment districts) is lower due to multi-township arrangements. A precise, current statewide total isn't published in one place — the Illinois Department of Revenue oversees assessor certification, and each county manages its own township assessors independently.

If you need the exact current count, the best sources would be the Illinois Department of Revenue's Property Tax division (tax.illinois.gov) or Township Officials of Illinois (toi.org).

Leverage AI:

Real-world Tools for Assessors

Document Conversion

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Mark Dusenbury Vice President of Accreditation	Barry Eckert President of the Board	Gretchen Ehret Hoshaw Chief Accreditation Officer

Copilot

- I can help you get info from files. Try a suggestion to get started.
- Summarize this file
 - Create an FAQ from this file
 - Suggest next steps from this file

convert this list of names into a columnar data set that i can paste into Excel

go back and capture every piece of data and put names, titles, company names and emails into their respective columns



AutoSave Home Save Undo ... Book2

Home Insert Draw Page Layout Formulas Data Review >> Comments Share

A25 fx Kevin Connell | Associate Director of Accreditation | CACREP

	A	B	C	D	E	F	G	H	I	J	K
1	Sure, I have captured the data from the file ATTEND.pdf 1. Here is the information organized into columns for n										
2	Name			Title				Company Name			
3	-----			-----				-----			
4	Rayane AbuSabha			Executive Director				ACEND			
5	Connie Adams			Accreditation Training Manager				CSWE			
6	Ashley Ahearn-Szymanski			Associate Director of Accreditation				Commission on			
7	Kai Ahmadu			Accreditation Coordinator				CACREP			
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13	Hannah Boers			Membership Coordinator				Accrediting Bu			
14	Ann Boudinot			Director of Accreditation				National Archi			
15	Lauren Bozich			Senior Director of Accreditation				ACEND			
16	Karen Martens Brandt			Director, Education and Research				AVMA Council c			

**Re-writing,
Condensing/Expanding**

Reduce Word Count, Example



Deb Lane

Property Zoning

CIAO-I Multi-Township Assessor
Meriden, Ophir, Troy Grove Twp., LaSalle Co.

I came across an article which I thought was worth noting. Are Zoning and Assessing the same? They are different: Zoning is the set of regulations that lists allowable uses for land and buildings. Also, design requirements which determine the size, shape, style, and location of buildings in any given area. Property Assessment is an official valuation of real estate to determine the amount of property tax the owner will owe.

Generally, all Township Assessors in Illinois are required to have a CIAO Designation (or an approved designation) to assess the property in their jurisdiction where they are elected, appointed or contracted.

Back to Zoning—what do you need to know? When buying a property, you need to know the permitted use for your property or any prohibitions. Can you have a business in the house or garage? Where can one reside and to what extent? It defines how many residences are permissible in any given area and what structures are acceptable. Commercial and agricultural zoning have zoning rules too.

Zoning Codes and Regulations—how land can be used, along with setback requirements and height restrictions. Zoning variances and exceptions: applying for a variance to do something that is not permissible within a zone is through a conditional use permit. The process is a hearing and open to the public, to hear your case. A nonconforming use is a word for a use that does not meet the current zoning ordinances but was allowed earlier. Learn your rights and restrictions by contacting your local zoning office or search online if available.

Generally, homes in residential zones are more valuable than those in industrial zones. Location, location, location.

Zones can be altered, which implies that the uses allowed in the areas can be changed. Look through your local government's plans for further development. Be wise, knowledgeable, and responsible for your home-buying process.

On Monday, before the TOI Fall Conference officially begins, there will be an IPAI course available for you to take. You can sign up on the IPAI website—course schedule—workshops, Monday, November 10.

Have a great Fall—see you in November at the TOI Fall Conference!

If you have an idea for an article, please let me know. You can email me at dlane@udnet.net, or regular mail to Box 54, Troy Grove, IL 61372 or call me at cell 815-343-2127.

Don't forget to register for the Assessors' Educational Event!



Wednesday, October 15, 2025
Bank of Springfield Center

NEW VENUE!

The 2025 Business Symposium is your one-stop shop for energy efficiency:

- Learn about the latest technologies and Program offerings.
- Connect with energy professionals in your area.
- Take advantage of financial incentives to move your projects forward.

Registration is Open

This event is FREE — and lunch is included! Register online at AmerenIllinoisSavings.com/Symposium.



Reduction in Word Count

I need to reduce this magazine article to 200 words or less. Help me re-write it:

I came across an article which I thought was worth noting. Are Zoning and Assessing the same? They are different: Zoning is the set of regulations that lists allowable uses for land and buildings. Also, design requirements which determine the size, shape, style, and location of buildings in any given area. Property Assessment is an official valuation of real estate to determine the amount of property tax the owner will owe.

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Zoning and Assessing: What's the Difference?

Zoning and property assessment often get confused, but they serve different purposes. **Zoning** defines how land and buildings can be used—residential, commercial, agricultural—and sets design rules for building size, location, and height. It also dictates what activities are allowed, such as whether you can run a business from your home or add another residence to your property. Zoning rules can change, so it's wise to review your local government's development plans and check with your zoning office to understand your rights and restrictions.

Property assessment, on the other hand, determines a property's official value for taxation purposes. In Illinois, all Township Assessors must hold a **CIAO designation** or similar credential to perform assessments in their jurisdiction.

If you ever need an exception to zoning rules, you can apply for a **variance** or **conditional use permit**—a public process that allows you to make your case for special use.

In general, properties in residential zones tend to hold higher value than those in industrial areas. Understanding both zoning and assessment ensures you make informed decisions as a homeowner, business owner, or property investor.

Image Creation

Generative AI In Action

create me an image that says "no sensitive data"
under a red circle with a line through it



can you redraw it with the words underneath the
circle with a line through it



no, i mean the circle with lines must be
superimposed over the top of the words



can you redraw this with white letters and a black
background

High Impact Tools You Can Roll Out Fast

1. Appeal Packet Summarizer -

Feeds a homeowner's submission (photos, MLS sheets, comps, prior BOR/PTAB docs) and returns: 1-page brief, key facts table (subject vs comps), claims vs evidence, missing items, and a "next step" checklist for staff.

2. Comparable Sales Narrative Builder –

After comps are selected in CAMA/Excel, generates a plain-English explanation letter (grade-8 reading level) + a more technical narrative for the file. Can produce Spanish versions and a public-facing FAQ snippet.

3. Assessment Change Notice & FAQ Writer –

Auto-drafts website posts, postcard copy, and social captions for: assessment roll publication, appeal windows, BOR/PTAB timelines, and walk-in hours. Keeps tone consistent and readable.

High Impact Tools You Can Roll Out Fast

4. **Exemption Workflow Assistant** –

Creates checklists and letters for common exemptions (homeowner, senior, senior freeze, disabled veteran, etc.): approval/denial templates, missing-documentation emails, and a counter script for staff.

5. **Field-Inspection Dictation → PRC Entries** –

Transcribes a quick phone voice memo into structured property record card notes (condition, external obsolescence cues, sketches/photo TODOs), then proposes follow-ups.

6. **Data-Quality Coach for Mass Appraisal/Excel** –

Reads exported parcel CSVs and flags oddities: missing living area, outlier EAV changes, conflicting building style/age, parcel splits not yet tied to situs, etc. Suggests validation rules you can paste into Excel or Power Query.

High Impact Tools You Can Roll Out Fast

7. FOIA Triage & Redaction Helper –

Classifies the request, drafts the acknowledgement letter, proposes redaction checklist (PII, SSNs, DOBs, signatures), and outlines likely exemptions to consider (you still decide). Produces a delivery cover note.

8. Meeting/Call Minutes & Task Extractor, MS Teams –

Summarizes Teams or phone notes into bullet minutes, decision logs, and a to-do list. (Avoid closed-session recordings; follow your retention rules.)

9. Constituent Response –

Tone-consistent email/letter drafts for common situations: “why did my value change,” “how to appeal,” “how comps were chosen,” “what documents to bring,” “how exemptions work,” and “I disagree—now what?”

High Impact Tools You Can Roll Out Fast

10. Contracts Review –

An analyzer to review the contract for whatever your analysis requires.

11. Feed Your Content Into Large Language Models –

Link technology components into your website, which digest and feed blogs/article content directly into Claude (Anthropic)

12. Data Merge –

Data in multiple formats, extracted from your line-of-business software systems is manipulated and organized by the AI engine, saving you time.

Merge Text with Video



HeyGen

Sign up for free



• 2025 #1 Fastest Growing Product by G2


AI Video Generator.
Unlimited AI Videos.
No Camera Needed.

HeyGen AI turns text to video in only a few minutes. It's easy, and it's the future.

▶ Get Started for Free



 English

 Chinese

 Spanish

 German

🔊 Unmute

Create videos with text prompts

Enter any topic, and invideo AI gets to work. It generates a script, creates scenes, adds voiceovers, & tweaks the video at your command. With invideo AI as your co-pilot, engaging your audience is effortlessly simple!

Real World Comparison – Simple

Of an Appeal Form, Compared to the County Board of Review Rules Procedures



WILL COUNTY BOARD OF REVIEW
302 N. CHICAGO ST, 2ND FLOOR
JOLIET, ILLINOIS 60432

Verification of Authority to represent Owner(s) of Real Property

I, [REDACTED]
(print name/title of authorized property holder)

hereby authorize the following attorney to represent me in the assessment complaint(s) and hearing(s) before the Will County Board of Review for the 20²⁵ tax levy year. This authorization is valid only for the current tax assessing levy year.

[REDACTED] [REDACTED]
Attorney (print first & last name) ARDC#

[REDACTED]
Name of Law Firm (print)

[REDACTED] [REDACTED]
Law Firm's Address (print) IL

[REDACTED] [REDACTED]
Email address (print) Telephone Number

[REDACTED]
Owner's Signature(s)

[REDACTED]
Owner's Phone Number

06/17/25
Date

Check applicable holder of ownership:

- Owner of property
- Manager of LLC/ CORP./INC.
- Beneficiary/ Trustee of Trust
- Other _____

Permanent Index Number(s) [REDACTED] 048-0000

(For additional Parcels attach the official Addendum)

Revised 6/5/2023



Will County Board of Review 2025

The Will County Board of Review has adopted these rules and procedures "for the guidance of persons doing business with them and for the orderly dispatch of business" (35 ILCS 200/9-5). Questions may be directed to the Board of Review office at (815) 740-4707.

Rules and Procedures

Real World Appeal Built with AI Professional: Erin Kljaich CIOA-M

My Process, using Microsoft Copilot

Step 1: Upload the rules and an appeal

Step 2: Provide detailed comparable sales analysis

Step 3: Preparing our evidence

Step 4: Add Assessor's Grid

Step 5: Whose case is stronger?

Step 6: Written response

Step 7: Refine

Step 8: Human review

Erin Kljaich, CIAO-M

Step 1: Upload the rules and an appeal

6. Potential Issues or Gaps

- **Evidence Completeness:** The rules require photos (front and back, dated), property record cards, and a written brief. If these were not included in the actual submission, the complaint could be deemed incomplete (Rule C:5B, C:11, D:3–4).
- **Comparables:** The comparables are appropriate, but the Board may require additional explanation if any are outside the immediate subdivision or if significant adjustments are needed (Rule D:4a–b, E:4).
- **Affidavit:** The hearing waiver is properly executed, so the Board will decide based on the written record.

Summary Table

Requirement	Status (per submission)	Rule Reference
Filing deadline met	Yes	C:10
Proper form and standing	Yes	C:3, C:5
Attorney authorization	Yes	C:3a
Basis for complaint valid	Yes	C:2, D, E
Comparables provided	Yes	D:3–4, E:3–4
Supporting docs (photos, cards)	Not visible*	C:11, D:3–4
Hearing waiver signed	Yes	B:6, C:11
Corporate ownership by attorney	Yes	C:3f
Multiple parcels addendum	Yes	C:9

*If supporting documentation was not included, the Board may request it or deem the complaint incomplete.

Erin Kljaich, CIAO-M

Step 2: Provide detailed comparable sales analysis

Compliance with BOR Rules

- Meets requirement for at least three comparables (Rule D:3).
- Comparables are similar in location, design, and age (Rule D:4).
- Evidence supports claim of overvaluation relative to market data.

Comparable Properties Overview

Comp	Address	PIN	Living Area	Age	Bathrooms	Garage	Sale Date	Sale Price	Price/Sq. Ft.
#1	[REDACTED]	[REDACTED] 207-005	1,788	23	2.5	420	2/29/2024	\\$325,000	\\$181.77
#2	[REDACTED]	[REDACTED] 210-010	1,802	23	2.5	420	3/8/2023	\\$345,000	\\$191.45
[REDACTED]	[REDACTED]	[REDACTED] 401-068	1,738	27	2.5	400	2/2/2024	\\$325,000	\\$187.00

Key Observations

1. Location & Neighborhood

- All comparables are in the same subdivision ([REDACTED]), which meets Rule D:4 for proximity and similarity.
- Subject property is in [REDACTED]; two comps are in [REDACTED] but still within the same neighborhood code.

2. Size & Design

- Subject property is smaller (1,455 sq. ft.) than all comparables (range: 1,738–1,802 sq. ft.).
- All are two-story frame construction, similar design class.

3. Age & Condition

- Subject is older (29 years) than comps (23–27 years), which typically lowers market value.

4. Bathrooms

- Subject has 1.5 baths vs. 2.5 baths for all comps, a significant difference that impacts value.

5. Garage

- Subject garage is slightly smaller (399 sq. ft.) compared to comps (400–420 sq. ft.).

Erin Kljaich, CIAO-M

Step 3: Preparing our evidence

To demonstrate that the current assessment is correct, you need evidence that supports the assessor's valuation as fair and consistent with market conditions and equity standards. Here are the strongest types of evidence you can provide under the Will County Board of Review Rules:

✓ 1. Comparable Sales Supporting Current Value

- Provide **recent sales** (2022–2024) of similar properties in the same subdivision or neighborhood that show prices consistent with the assessed market value.
- Include:
 - Sale price
 - Date of sale
 - Property details (size, age, style, condition)
 - Price per square foot
- Attach MLS sheets or Illinois Transfer Declarations (PTAX-203) for authenticity.

✓ 2. Professional Appraisal

- A **USPAP-compliant appraisal** prepared by a certified Illinois appraiser with a valuation date of **January 1, 2025**.

✓ 7. Market Trend Data

- Include local market reports or MLS statistics showing that property values in the area align with the assessment.

Tip from BOR Rules

If you submit these items with the complaint or as rebuttal evidence, they must be timely and complete. Late evidence is generally not accepted unless allowed under commercial/industrial appraisal exceptions.

Erin Kljaich, CIAO-M

Step 4: Add Assessor's Grid

Step 5: Whose case is stronger?

Summary Table

Factor	Complainant's Case Stronger?		
Comparable similarity	Moderate	Very high	Assessor
Market value support	Weak/moderate	Strong	Assessor
Assessment equity	Not clearly shown	Clearly shown	Assessor
Rule compliance	Acceptable	Fully compliant	Assessor

Conclusion:

The assessor's case is much stronger, both on market value and equity grounds. The evidence supports that the assessment is fair and reasonable under Will County Board of Review Rules.

Would you like a draft summary or talking points to use in a hearing or written response?

Erin Kljaich, CIAO-M

Step 6: Written response

Step 7: Refine

Step 8: Human review

Board of Review Written Response

Property Information

- PIN: [REDACTED] 048-0000
- Address: [REDACTED]
- Assessment Year: 2025
- Current Assessment: Land \[REDACTED] | Improvements \[REDACTED] | Total \[REDACTED]
- Equalized Market Value: ≈ \[REDACTED]

Review of Complainant's Evidence

The complainant, HPA Borrower 2016-1 LLC, asserts overvaluation and submitted three comparables from Lakewood Falls subdivision:

- [REDACTED] Cir: \[REDACTED] (1,788 sq. ft.; \[REDACTED]/sq. ft.)
- [REDACTED] St: \[REDACTED] (1,802 sq. ft.; \[REDACTED]/sq. ft.)
- [REDACTED] Cir: \[REDACTED] (1,738 sq. ft.; \[REDACTED]/sq. ft.)

While these sales are valid, all comparables are larger homes with more bathrooms (2.5 vs. subject's 1.5) and slightly newer construction. The complainant's requested reduction to \[REDACTED] assessed value (≈ \[REDACTED] market) falls within the lower end of the comparable range but does not fully account for differences in size and amenities.

Assessor's Evidence

The subject property is a two-story frame home, 1,455 sq. ft., 29 years old, with 1.5 baths and a 399 sq. ft. garage. The current assessment reflects a market value of \[REDACTED], which is reasonable given:

- Smaller homes typically command higher price per square foot; subject's implied \[REDACTED]/sq. ft. aligns with market behavior.
- Recent neighborhood sales confirm values between \[REDACTED]–\[REDACTED]/sq. ft. for larger homes; adjusted for size and features, the subject's valuation is consistent.
- Property record card data is accurate, and no physical discrepancies were identified.

Conclusion

Based on comparable sales, property characteristics, and market trends, the current assessment of \[REDACTED] is fair and equitable under 35 ILCS 200/1-55 and Will County BOR Rules. No change is recommended.

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**Tomorrow, 2:45 PM – 3:45 PM at Beaufort
Industry Insights:**

- **How to Inventory Use of AI In your business right now**
- **Establishing AI Use Policy**
- **Stopping email spoofing in your business**

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