



Chore Services Frequently Asked Questions

1. *How does the Chore Services and Transportation Program work?*

A person needing services, or a referring agency, contacts Community Thread with a request. Staff or volunteers will determine if the person is eligible for services.

The calls, emails or walk-ins for both Chore Services (CS) & Transportation (TR) services will be handled by the CS & TR program staff (Program Manager, Program Assistant and/or Volunteer Office Assistant) or other agency staff as needed.

The program staff will give a referral to other sources if the request for assistance is outside the scope of services that we provide.

2. *What is the purpose of the Chore Services and Transportation Program?*

The intention is to help older adults and persons with disabilities remain safely and independently in their own homes for longer as the result of being assisted with transportation and/or chore services.

Recipient Information

3. *What is the geographic service area served for Chore Services or Transportation?*

Recipients of either service must reside in ISD #834, Stillwater Area School District. Current recipients of either program who live outside of the area will be grandfathered in. Please call us at 651-439-7434 if you are unsure if you live within the school district. We do not provide rides or Chore Services assistance for residents in Wisconsin.

4. *Must recipients be low income to use these services?*

No, Community Thread's Chore Services and Transportation Program serve people of all income levels.

5. *What do I need to do to see if I can use our services?*

Interested recipients must call Community Thread and go through a pre-screening process.

Chore Services recipients must have homeowner's or renter's insurance to cover volunteers while they are assisting you.

Community Thread does not provide assistance to current Washington County Community Services clients for Chore Services. Please contact your case manager for additional resources.

6. *Is there an application I need to fill out before I can get a ride or receive Chore Services or Transportation assistance?*

Yes, you will need to complete an application prior to the start of either service. The application will be mailed to your home if you are eligible for services based on the pre-screening.

7. *What if the recipient is not satisfied with a service?*

Community Thread will ask recipients to complete regular phone surveys if they receive 2 or more services in a year. We also do informal evaluations as they continue to receive services from us. If they are not satisfied, we will work with them to address their dissatisfaction.

8. *Under what situation will we refuse service for Chore Services?*

Any one of three criteria may result in a refusal to enroll a recipient or termination of service: an inability to provide a written application by the recipient; a bad experience or unsafe condition reported by a volunteer; or at the discretion during the initial phone screening by the Program Manager.

We may deny a request if we do not have a volunteer that can fulfill the request safely.

9. *How will we manage risk for the Chore Services recipients?*

Community Thread conducts background screenings on all volunteers, and maintains ongoing communication with the recipient.

Volunteer Information

10. Who are the volunteers for Chore Services & Transportation?

For Transportation, volunteers need to be age 21 or older.

For Chore Services, volunteers need to be a minimum of 12 and accompanied by an adult. Volunteers age 18 and up can work independently. A 6 month commitment is requested for both services.

Volunteers go through a careful screening process that includes passing a criminal background check and driving record check (for Volunteer Drivers only). Two personal references are also checked.

11. Can volunteers accept tips?

No, volunteers cannot accept tips from recipients. We will work with recipients about fares associated with Transportation. We may approach Chore Services recipients about donations.

What is Chore Services?

12. What types of chore services are volunteers able to do?

Ongoing needs:

- House Cleaning: basic cleaning (dusting, vacuuming, floors, kitchens, bathrooms, etc.)

On a one-time or short-term basis:

- Outdoor Cleaning: Gutter Cleaning or Window washing (first floor only)
- Handyman Tasks: Painting, Fix-it work not requiring a professional
- Lawn Care: Lawn Mowing, Gardening, Weeding, Spring Cleanup
- Snow Removal: Shoveling/Snow Blowing Driveway, Shoveling Sidewalk
- Furniture Moving Services: Moving furniture around the home

13. What requests for Chore Services will be outside of the scope of the program?

Community Thread does not provide volunteer assistance for:

- Any work requiring a work permit (construction), electrical or plumbing
- General contracting services or assist with gathering bids for jobs
- Medical or home health care services
- Financial or money management services

- Transportation for running errands
- Moving services
- Pet care or maintenance

Other restrictions will surface as the program develops. We will refer out when we cannot meet the need with the existing resources.

We may deny a request if we do not have a volunteer that can fulfill the request safely.

14. How does Chore Services work?

CS & TR program staff will take the information about your request, including the time frame desired, project details, what supplies you have, and if you are requesting a specific volunteer. Once we identify a volunteer to assist you, we will provide you with his/her name. You can expect to receive a call from the volunteer to schedule a time to complete the project with you.

15. How do I request Chore Services assistance?

After you pass the pre-screening process and return your application form, you are eligible to call our office and request Chore Services assistance (651-439-7434). Requests must fit within the scope outlined in question 12 above.

Community Thread cannot guarantee we will be able to find volunteers to assist with all projects requested, but we will do our best to find volunteers.

16. What is the cost of your Chore Services assistance?

Chore Services assistance does not have a set rate, but Community Thread encourages recipients to make monetary donations. We rely on many sources for funding, including our recipients, to support our programs with a tax-deductible donation. Your “gratitude gift” will help us continue to offer the Chore Services program.

17. What happens if I have to cancel a Chore Services request?

If you have not been matched with a volunteer, please call the office as soon as possible at 651-439-7434, so that we can cancel the request. The office is open Monday – Friday, 9:00 am - 1:00 pm. There is voicemail so you can leave a message if you call before 9:00 am or after 1:00 pm during the week. The office is closed evenings, weekends and major holidays.

If you have been matched with a volunteer, please contact the volunteer directly to schedule another time for the project. If you do not have the volunteer’s contact information, please call the office at 651-439-7434.

18. *Who do I call if I have other questions or concerns?*

Call Cathy Dyball, Program Manager, or Sally Anderson, Executive Director,
at 651-439-7434.