



community thread

Chore Services and Transportation Program 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 serves 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.

Transportation recipients must be able to walk without assistance; our drivers are not allowed to assist you. We can help you find other services if you use a wheelchair or a scooter. People with a case manager through Washington County may be eligible for Transportation. Please contact your case manager for additional information.

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

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.