

# CHORE NEWS

Serving the towns of Canaan,  
Cornwall, Falls Village, Kent,  
Norfolk, Salisbury/Lakeville  
and Sharon

FALL 2023

## Garden Party Event June 24<sup>th</sup>, 2023

While the weather on the morning of the event looked unfavorable, with constant and sometimes heavy rain, it did not dampen our festivities. The Chore Service Board of Directors, office staff, and even a few spouses arrived early in the day to begin preparations. Despite some heavy downpours, spirits remained high as we busily prepared for our 235 guests.

By the event's start, the sky was blue, the sunshine was bright, and guests arrived wearing sunglasses and colorful attire. The gardens, vibrant and refreshed by the recent rain, were stunningly beautiful to the strolling attendees at the Sharon home of Nancy Hengen and Henry Monaghan. We are grateful to Nancy and Henry for providing a secluded and enchanting venue to celebrate Chore's 31<sup>st</sup> year of service.

Board members, the executive director, and staff greeted supporters as they arrived. Alex Harney managed the sound system, and Jimmy Newman, from New York City, provided the guests with just the right background music while they mingled and chatted with friends. Rita Welch Catering in Sheffield, MA, provided an assortment of



delicious stationary and passed hors d'oeuvres, which included Thai marinated jumbo shrimp, artisan grilled cheese triangles on ciabatta, and mushroom phyllo. Dylan Baker of the Sharon Package Store procured a variety of refreshing summer wines and spirits. Chore staff once again safely and efficiently managed the parking area, and Moore and More Printing of Millerton, NY, supplied all our beautiful mailings.

Board Chair Dolores Perotti thanked the guests for their continued support and discussed Chore's commitment to serving the community in a larger capacity through a three-year strategic plan (please see the Executive Director's Report for

*continued on page 3*

## BOARD MEMBER NEWS

### Mullen Joins Board

Chore is pleased to announce that Janell Mullen has joined its Board. Born and raised in Connecticut, Janell attended the University of Connecticut, where she studied International Relations with a minor in French. Janell worked in a legal firm as an economic analyst in California before attending the University of Southern California in Los Angeles to obtain her Master of Urban Planning. She has worked as a Deputy Planner for the City of Los Angeles and served a non-profit called the Los Angeles Neighborhood Initiative as a project manager, where she oversaw grant awards and the planning process for constructing pocket parks and transportation corridors in underserved communities.

In 2015, Janell returned to Connecticut to be closer to her family. She recently served as a regional planner

at the Northwest Hills Council of Governments before creating her Limited Liability Company. Fully self-employed, Janell currently advises area towns on zoning matters, construction and project oversight, and planning & zoning statutory processes.

### Many Thanks to John Green

Chore wants to sincerely thank John Green, who has retired from the Board of Directors after 18 years of service. John's active involvement with the Board and financial oversight as Treasurer and Finance Committee Chair have been invaluable in ensuring Chore's ongoing success and sustainability.

Dolores Perotti, Chore Board President, said, "John has been beyond kind and generous all these years, and we will miss him greatly."

*Chore Service Board and Staff*

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# PRESIDENT'S LETTER

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Chore Service is composed of the clients, the workers, the staff, and the Board. There is always a lot happening within these groups. Collaboration is key. From where I sit, I can say the Chore Service Board excels at this.

As the Board has been working on our strategic plan, collaboration has been extremely important. We have had many meetings and many more emails and Zooms as we hammer out where Chore Service is going next.

We have figured out that we want and need to collaborate with other community groups in our seven towns. We can't be individual silos working on our own particular mission. We must communicate and work together to meet the many needs of the people in this special part of the world. We are reaching out to whomever we can to discuss our plan and see how we can help each other. We welcome anyone to get in touch with us.

My email is [doloresperotti12@gmail.com](mailto:doloresperotti12@gmail.com).

Jane's email is [jane@choreservice.org](mailto:jane@choreservice.org).

Sincerely yours,  
Dolores Perotti

*"My worker is wonderful! They are what makes Chore Service such a great organization!"*

*"Thank you for being there."*

*"I am very grateful that the service is available. It is such a big help to me."*

*"My worker is terrific, cheerful, helpful and non-judgmental."*

*"I am so grateful for your service."*



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## EXECUTIVE DIRECTOR'S REPORT

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Chore began this year asking the pivotal question of how can we expand to provide more much-needed services to more people and ensure our long-term financial viability. This question became the basis for our strategic plan, which we are working on with a consultant to explore opportunities to reach these goals.

The Board and staff worked through many brainstorming sessions to develop and adopt a three-year strategic plan, which we are excited to share. Our mission will remain the same, but ways to expand our scope of services, increase community partnership, and address cuts in federal funding drive our strategy.

Based on community input via surveys and interviews, we developed a comprehensive list of services clients need to remain safely and independently in their homes while ensuring a good quality of life. In addition to our current services, we identified three key service areas: additional handyperson tasks, technology assistance, and expanded transportation.

The next step is to develop a business plan to offer expanded services, test our assumptions, and roll it into our current business model. To reach this goal, we face two challenges. The first is identifying who will provide these additional services when we face a labor shortage and cannot hire enough workers to meet client demand, even within increased worker wages. The second challenge is implementing this plan with a 33% reduction in federal funding due to government cuts.

One strategy to address the lack of workers is to utilize independent contractors and community volunteers to provide services. We are currently talking with local contractors to ask if they would be willing to donate their time to provide services, offer services at a discounted rate, or provide services at their full rate. Continuing to recruit

additional workers and utilizing other resources in the community, such as contractors and volunteers, will offer alternative ways to get services to clients, alleviating the need for a client waitlist.

This strategy will also help with financial challenges, especially as we face a 33% reduction in federal funding this fiscal year. Last year, our federal funding was 20% of our income, and client contributions were 8%. Both help cover expenses for direct services to clients. This year's federal funding will cover approximately six months of service. Any service hours donated by contractors, offered at a reduced rate, or provided by other community volunteers will help cover the cost of services for those clients who can only pay a little or nothing towards their services. Additional funding will be needed to cover any financial shortfalls to ensure all clients receive services.

After test marketing our business plan strategy, we will build and execute a staffing and volunteer model to provide new and current services. Our final goal is to create a marketing plan and communicate how Chore will provide future services. We anticipate completing this strategic plan by the end of 2025 and look forward to providing you with updates as we move forward.

While any strategic plan faces growing pains, we welcome this opportunity to grow and serve the community in a larger capacity. The Board of Directors, staff, and I remain committed to our long-standing mission of helping the most vulnerable in our community age in place safely, independently, and, most of all, with dignity. Of course, we cannot do this without *your* continued support.

With gratitude,  
Jane MacLaren

## Garden Party from page 1

additional information). Board Member and Fund Development Chair Priscilla McCord asked guests to support our Fund the Cause Initiative, more critical than ever as we move forward with the strategic plan. Guests responded positively to Fund the Cause with immediate donations and pledges. Monies raised will help cover the cost of transportation to get clients to medical appointments, shopping, and handyperson services, above and beyond what Chore workers are able to do, which may require a private contractor. This fiscal year our federal funding has been reduced by 33%. It does not cover transportation or contractor handyperson services—both needed for our clients to remain safely at home.

We are very grateful to our 210 individual and ten business sponsors who helped underwrite the Garden Party, which is our only fundraising event of the year. This year's incredible success will go a long way in helping us assist those who rely on the help of Chore Service.

Thank you for making our Garden Party one of the most successful events ever. Because of your generous and continued support, our mission continues.

Plans are underway for next year's event in June 2024, when we celebrate 32 years of Chore Service. Save the Date cards will be mailed early next year. We look forward to seeing you there.





## CHORE SERVICE

P. O. Box 522  
Lakeville, CT 06039  
chore@choreservice.org

[www.choreservice.org](http://www.choreservice.org)

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July 1, 2022- September 30, 2023  
And the Western Connecticut Area Agency on Aging

We're grateful to the following people and organizations for their generous support of Chore Service. We'd also like to thank the towns that support us as well as those donors who wish to remain anonymous. Please accept our apologies and contact us if we have omitted or misspelled your name.

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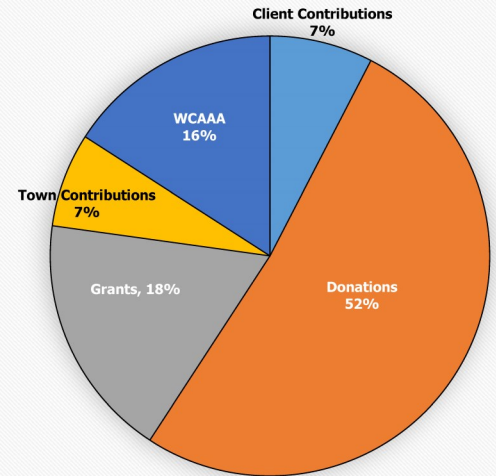


For the past 31 years, we have kept many of our elderly and disabled neighbors safely and independently at home in our community while providing employment to local residents.  
Numbers for the year July 1, 2022 through June 30, 2023 are reflected below.

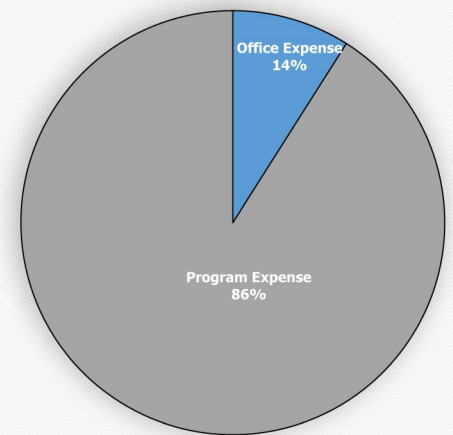
### Chore Service - July 2022 - June 2023

Town	Workers From	Total Earnings by Those Workers	Number of Clients From	Hours of Service For Those Clients
Canaan	5	\$13,630	27	1,895
Cornwall	3	\$7,983	17	420
Falls Village	2	\$8,224	11	267
Kent	1	\$5,895	17	662
Norfolk	1	\$5,064	7	292
NY & MA State	1	\$735	N/A	N/A
Other CT Towns	4	\$5,258	N/A	N/A
Salisbury	8	\$48,844	37	1,110
Sharon	5	\$11,823	21	535
Total:	30	\$107,456	137	5,181

### INCOME - July '22- June '23



### EXPENSES - July '22- June '23



## LOCAL FOUNDATION SUPPORT

*The Staff and Board of Directors thank the following Foundations for their recent support.  
These charitable gifts help us provide needed services to our clients.*

- **Anonymous** - \$5,000 matching endowment grant and \$2,500 operating support.
- **Anne and Rollin Bates Foundation** - \$5,000 for online database subscription and general use and support. This grant allows office staff to continue training and streamlining administrative processes, allowing more time to focus on our clients.
- **Berkshire Taconic Community Foundation** - \$1,500 for year-end critical needs, providing 90 hours of direct service.
- **Canaan Foundation** - \$1,000 for 60 hours of direct service to North Canaan residents.
- **Cornwall Foundation** - \$3,500 to upgrade desktop accounting system to online subscription-based system and needed technical support.
- **Fairfield Foundation** - \$10,000 for general operating expenses.
- **Fleming Fund** - \$3,000 operating support.
- **Foundation for Community Health** - \$15,000 for strategic planning to build capacity.
- **Rhoades-Robinson Fund** - \$15,000 operating support in Sharon. The mission of the Fund is to help non-profits assist residents of the Town of Sharon. This past fiscal year, five Sharon residents who work for Chore part-time provided 21 Sharon residents with 535 hours of service.

*"My worker is wonderful and indispensable to me since family is far away and my friends are aging and cannot help."*

*"Chore is a wonderful thing to have when one gets older and can't do the things one used to do. Very much appreciated."*

*"Chore has helped my mother's daily schedule and given her a reason to start a new day."*



## Using Chore Service

If you live in Canaan, Cornwall,  
Falls Village, Kent, Norfolk,  
Salisbury/Lakeville, or Sharon,  
we can help with chores at home.  
Older and people with disabilities are

asked for a "suggested contribution" since grants partially  
subsidize their services. No one is turned away due to  
ability to pay. However, anyone can use Chore Service.  
Our workers are local, caring and reliable. If you'd like  
to use the program, work or volunteer, please call

**(860) 435-9177**

or your local Social Service Agent.

Also you can visit us at:

**[www.choreservice.org](http://www.choreservice.org)**

## CLIENT FUND NEEDS SUPPORT

In April of 2010, Chore started a special Client Fund with a  
donation of \$3,000 for the purpose of paying for "special" expenses  
that clients might have. This fund is to pay for things such as  
groceries, snow removal, mowing of lawns, minor home repairs and  
household items that are not covered by any other resources.

Lawn mowing and snowplowing are quite expensive but necessary  
for safety. Snow and ice are certain this winter so there will be a need  
to help some clients who cannot afford to keep their driveways  
and walkways safe.

Because of the demand for these essential services, we need to  
continually raise additional dollars for the Client Fund. To make a  
designated contribution to the Client Fund, you can write "Chore  
Service Client Fund" in the memo of your check.

Thank you!

Know someone who would be interested in becoming a  
Chore Service Worker or Volunteer? Please call Patti at  
(860) 435-9177.

## Numbers You May Need

### Social Services

### Meal Sites

### Senior Centers

Canaan (860) 824-3133 ext. 110

Cornwall (860) 672-2603

Falls Village (860) 824-9855

860-824-9855

860-824-9855

Kent (860) 927-1586

860-927-2055

860-927-2055

Norfolk (860) 542-5829

860-542-5434

Salisbury/Lakeville

(860) 435-5191

860-435-5186

860-435-5186

Sharon (860) 364-1003

### Meals on Wheels

(860) 482-4151

### Services for the Blind

(800) 944-9422

### Social Security Office Torrington

(860) 496-6900

(877) 405-0486

### Center for Medicare Advocacy

(800) 262-4414

### Medicare

(800) 633-4227

### Western CT Area Agency on Aging

(203) 757-5449

### Visiting Nurse / Hospice / Home Care Associations

New Milford Visiting Nurse Association

(860) 354-2216

Visiting Nurse & Hospice of Litchfield County

(860) 379-8561

(formerly Foothills VNA, VNA Northwest and Salisbury VNA)

## How does Chore Service Work?

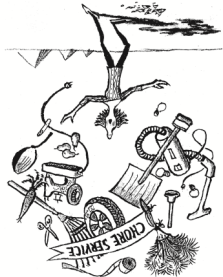
Chore Service helps elderly and disabled residents of Canaan, Cornwall, Falls  
Village, Kent, Norfolk, Salisbury/Lakeville and Sharon with household chores,  
home maintenance, errands and transportation. The purpose of the program  
is to help people stay at home safely and independently. Chore also provides  
part-time employment and volunteer opportunities for local residents. Client  
contributions are supplemented by a federal grant as well as donations from  
towns, churches, charitable funds and individuals so that the program can  
remain affordable for our target population of fixed low-income families. We  
do not send bills and only ask the financial information required by our grant  
funding. Clients are provided with a suggested contribution scale and are asked to  
contribute what they can (if they can) back toward the service. Workers are paid  
the same rate regardless of the client's contribution.

# Community Dinner

In March, Chore hosted a communal dinner at the Bitterman Center in North Canaan. Chore provided the delicious main course while efficient volunteers served beverages, salad, dessert, and provided clean-up. Chore served over 60 meals to guests with additional to-go meals. This dinner is hosted monthly by community groups on the second Wednesday of each month and is free to all. Chore enjoyed this opportunity to share our mission and talk with guests. For more information, please call 860-248-5498.



**La Bonne's Rebate Program**  
Chore Service is a participant in the  
"Cash for Charities Rebate Program"  
If you shop there, do send your register receipts to us. LaBonne's will donate 1% of the non-taxable amount to Chore Service. *Thank you!*



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**Donations can be made online at our website:**  
**www.choreservice.org**

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