

FAQS ON THE CONSOLIDATION OF CHORE SERVICE WITH LITCHFIELD HILLS CHORE SERVICE

1. What is Litchfield Hills Chore Service?

Litchfield Hills Chore Service (LHCS) has the same vision, mission, and services as Chore Service (CS) - keeping the elderly and people with disabilities safely and independently at home, regardless of their ability to pay for needed services.

2. Why is the combination of LHCS and CS necessary? What is the driving force behind this effort?

Over the years, Chore Service has built a robust infrastructure and strong community support. LHCS has always focused on providing outstanding services to its base and has relied on governmental support to satisfy its mission. Recent reductions in federal funding have caused LHCS and its board to consider alternatives, which included reaching out to CS. After much discussion, considerable due diligence, and careful deliberation by both boards, CS felt it was in a position to bring LHCS into its fold and help build the capacity in the towns that LHCS serves (Goshen, Litchfield, Morris, Roxbury, Warren, Washington). Thus, we will be able to ensure that these vital services will continue for all the residents in our region – a total of 13 towns. It was not a decision made hastily or easily, but at the end of the day, both boards are very excited about what the future holds.

3. Is LHCS merging with Chore Service? What does this mean legally for CS?

This is not a merger but a consolidation of operations under CS. There will be a dissolution of LHCS and a transfer of assets, clients, workers, and staff to CS. LHCS will set aside funds to satisfy its liabilities. After those liabilities are paid, the remaining balance will be transferred to CS.

4. How will services continue after the consolidation? Will there be gaps in services for any current or future clients?

The consolidation will not affect the services we offer. All services will continue. The only change will be our ability to assist more people by creating a more vital organization.

5. What will happen to existing LHCS clients and workers?

Chore Service will hire the 18 workers currently employed by LHCS to allow for the continuation of employment and services to their 90 current clients. There will be no disruption in employment or services to LHCS workers or clients.

6. That's a good start, but how does it address the financial issues LHCS has been facing?

Chore Service anticipates a positive financial result after consolidation and a transition period. Community and private foundations in our area have supported the consolidation, provided funding to cover transition costs, and indicated continued support after the consolidation. In addition, the first selectmen from the six municipalities promised their support. Chore Service will expand its board with representatives drawn from the towns served by LHCS. The expanded CS board will be focused on building community support in these towns. The consolidation will provide the infrastructure necessary to develop that support without diminishing the services being provided and position CS to thrive and reach more people in the future – our mission's essence.

7. This addresses financial questions, but what about the operational risks of consolidating organizations?

Our combined due diligence examined potential operational risks. Chore Service has a strong Executive Director, Jane MacLaren, who has been instrumental as we have moved through this process. LHCS's interim Executive Director, Anne Gray, has also been a key player in identifying the operation's strengths and challenges. As part of the consolidation, the LHCS Program Coordinator, Kristin Orr, will transition to CS full-time, ensuring continuity of services and institutional knowledge. We are confident this will mitigate any potential operating risks.

8. What happens after the consolidation?

With the consolidation of LHCS, Chore Service has a unique opportunity to attract and retain new clients, workers, staff, funders, and donors to broaden its support in the larger community. This will allow for the continuation of essential services to those in need. Most importantly, we now believe that this consolidation ensures that the residents of the towns we serve will receive the services they need, and we will be better able to fulfill our purpose and our mission.