

## TOWN MANAGER'S REPORT

TO: Honorable Town Council Members  
FROM: Karl F. Kilduff, Town Manager  
DATE: October 21, 2020

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Please find my report concerning various items of interest to the Town Council and community.

**1. Council Business:**

- a) Refinancing Bonds: As reported earlier, the sale of bonds to refinance some of our debt was successfully held last week. The Town was able to achieve a savings of approximately \$1.4 million which will be spread (primarily) over the next few fiscal years to take the peak off of the existing debt repayment schedule.
- b) Financial Planning: Before heading into budget season, the Council should give some thought to do some financial planning. I am putting together some materials to develop a financial forecast which will help frame the budget directives to departments and identify issues in the future as we manage Clinton's resources.

**2. Connecticut Conference of Municipalities:**

- a) The CCM Legislative Committee will meet on October 29, 2020.

**3. River COG:**

- a) The River COG will meet October 28, 2020.

**4. Miscellaneous:**

- a) Department Highlights:
  - Human Services and Police – The Human Services and Police Departments are working on a joint effort to create an outreach program for homebound seniors. The program is called URCommunityCares which would be a partnership between the Town and URCommunityCares.org. The Town would be responsible for identifying and recruiting volunteers who would use an online platform from URCommunityCares to connect with seniors. Human Services would be charged with identifying participants in the program. The Police Department is looking at the graduates of the Citizens Police Academy to serve as volunteers. The Police Department would offer additional training for this program. The intended goal to reach part of the senior population in need, but also increase Police efficiency by reducing wellness check calls performed by the Police and Fire Departments.

The cost of the program will not come from the Town's budget. The Police Chief anticipates the ability to raise the start-up costs of \$4,000 from community partners. Attached to this report is additional information on the program for your reference.

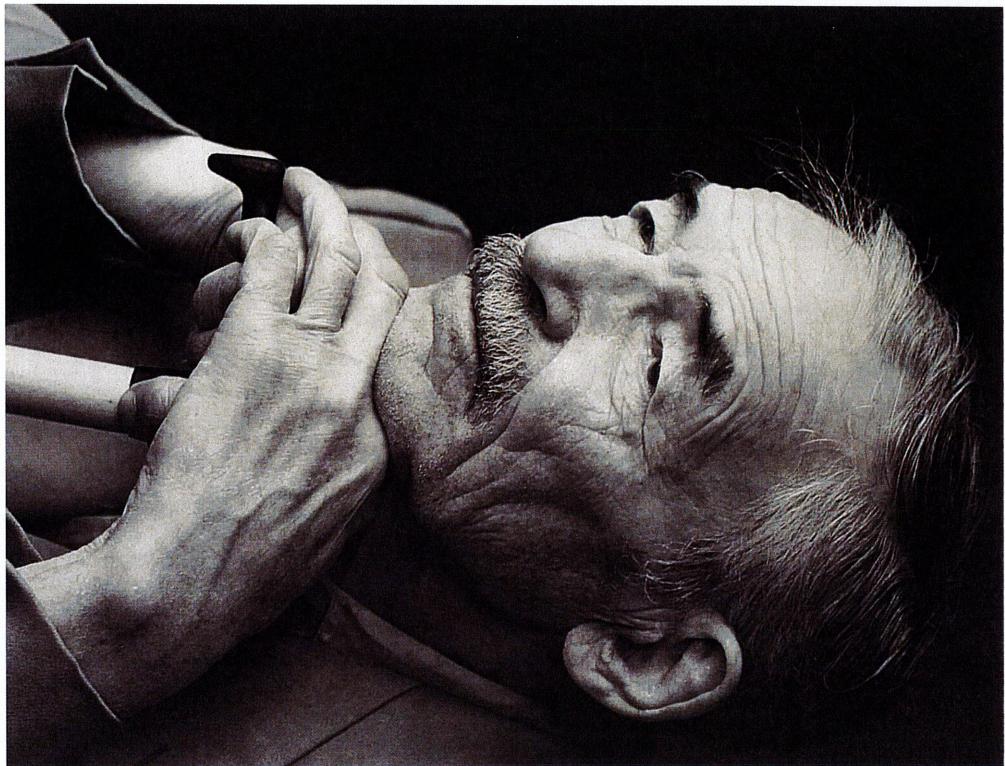
- b) Town Engineer RFP: As noted previously, the Town received proposals from 9 firms which are now in the process of being reviewed to come up with a short list of firms to be interviewed. Staff reviews are nearly complete for a short list of firms to be interviewed.
- c) STEAP Grant Application: The State Office of Policy and Management announced a further delay in reviewing STEAP Grant applications. The last stated award date was October 15. No new date was given, however it was noted that OPM would be meeting with the Governor's Office to finalize STEAP awards.
- d) Pleasant Valley Bridge Replacement: The replacement of the Pleasant Valley Bridge will begin this Fall. The project is to be funded by a combination of previously authorized bonding and an award from the State bridge program. The notice to proceed on the project will be issued November 15, 2020 and depending upon weather, the contractor envisions working through the winter. In addition to detour signage, we are working on additional signage to give residents advanced warning of the bridge work to help them change their travel routes in the area.

YOUR COMMUNITY'S  
**HOMEBOUND  
RESIDENTS**

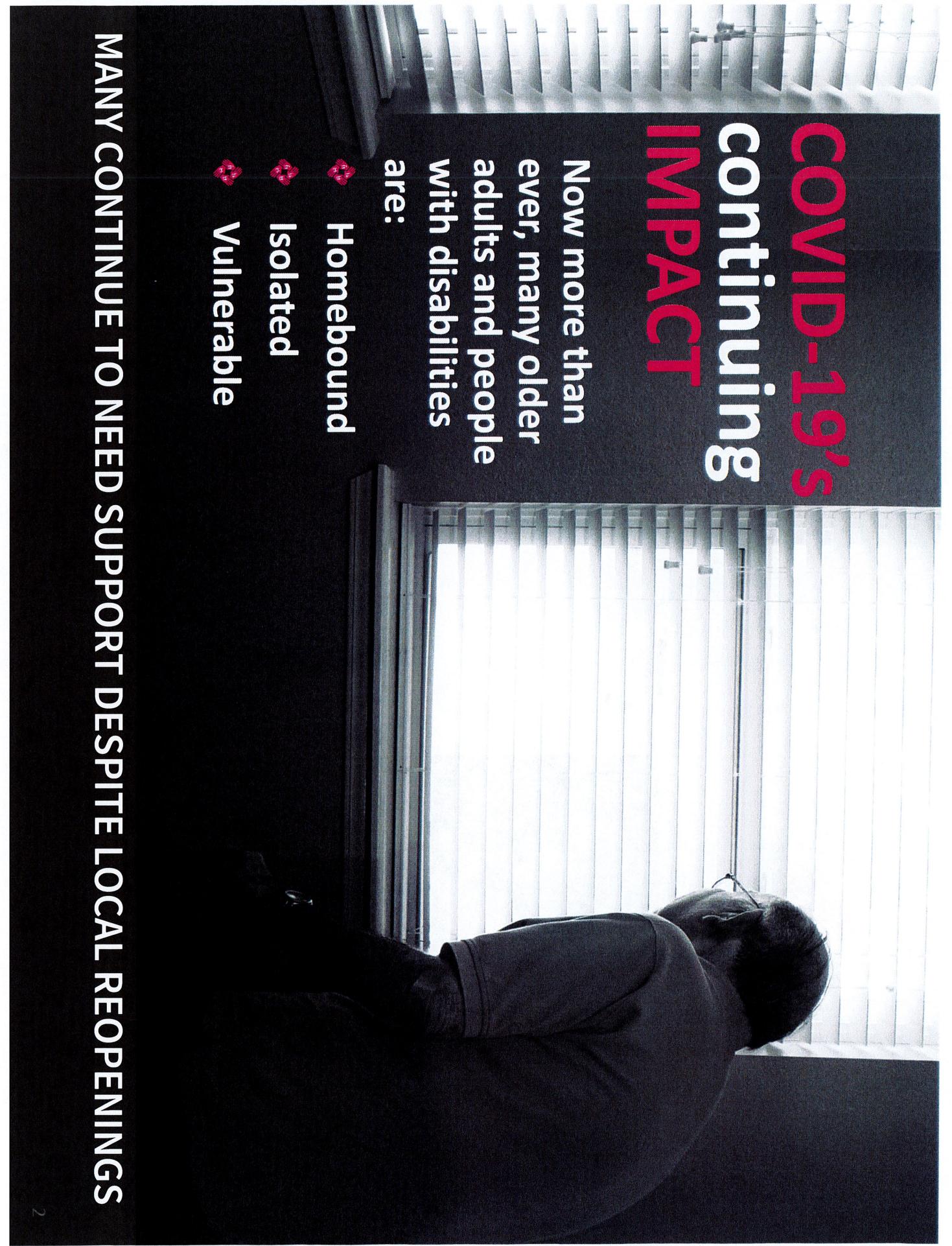
NEED HELP  
**NAVIGATING  
COVID-19  
CHALLENGES**

URCommunityCares.org is a  
free, innovative and secure  
way to support older and  
physically disabled adults

SEPTEMBER 2020



# COVID-19's continuing IMPACT



Now more than ever, many older adults and people with disabilities are:

- ❖ Homebound
- ❖ Isolated
- ❖ Vulnerable

MANY CONTINUE TO NEED SUPPORT DESPITE LOCAL REOPENINGS

- Efficiently match background-checked Volunteers with

Community Members in need

of at-home services (non-medical and non-licensed)

- Housework
- Yardwork
- Companionship visits
- Transportation

- Leverage your community's existing resources to deliver a human experience ... and maybe weekly groceries!

- Successfully scale our secure platform across Connecticut's 169 towns

## WHAT WE DO



Serving 90+ towns  
as of Sept. 2020



# WHO WE ARE



- Co-founded by a physical therapist and a technology engineer, both UConn graduates

- 100% volunteer-based; all grants and donations directly fund program expenses

- Registered in Conn., February 2019

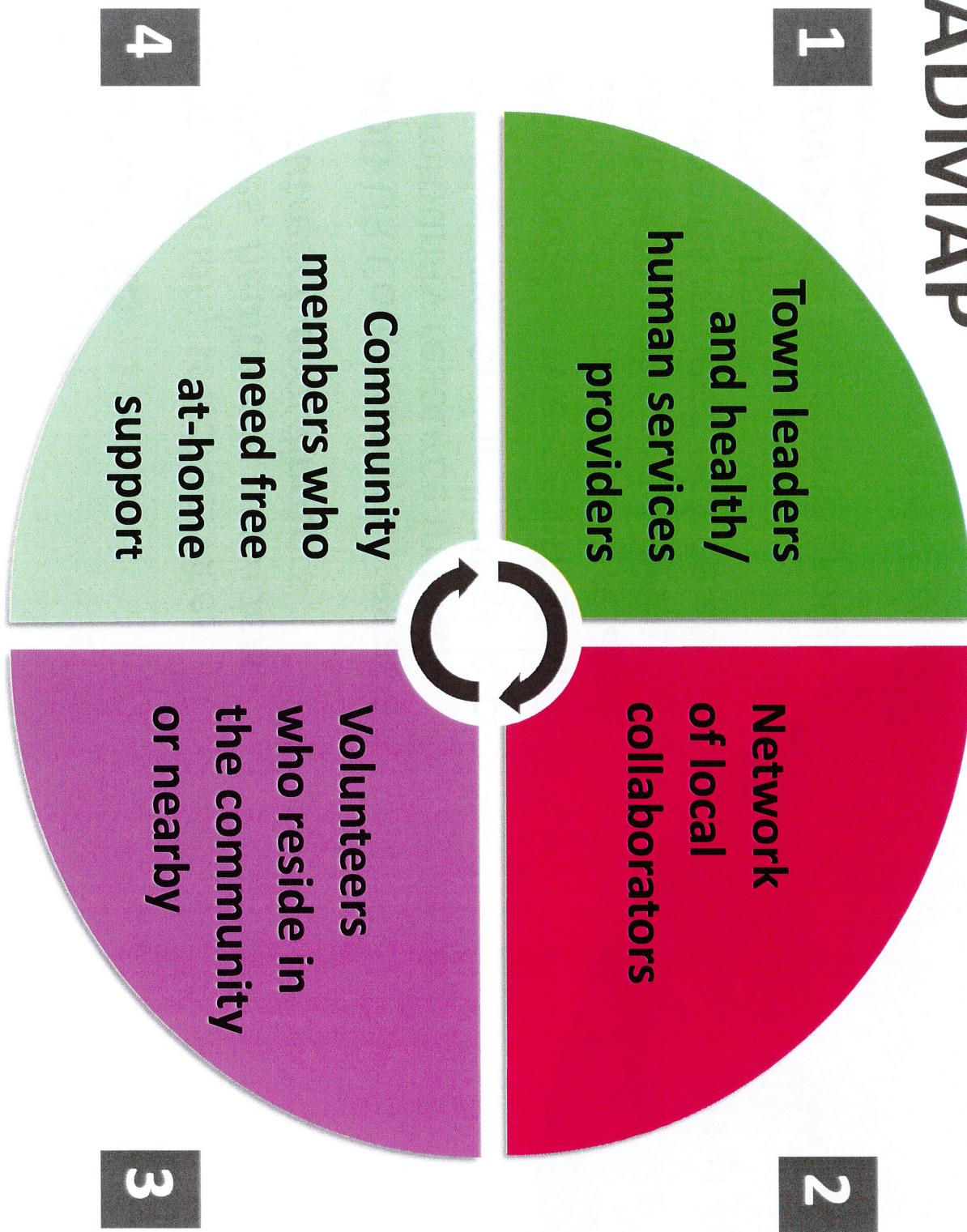
- 501(c)(3) non-profit, April 2019
- Web platform launch, June 2019

- Protected end-to-end

- Fully insured (in 50 states)
- Background checks of all participants
- Secure website and email

*Co-founder and president  
Michelle Puzzo's grandmother  
lived to just short of 100 and  
was the inspiration to create  
**UR Community Cares**,  
a non-profit based in  
Manchester.*

# LET OUR PROVEN MODEL BE YOUR TOWN ROADMAP



# ROADMAP for **LEADERS**

*Local officials, social services agencies, healthcare providers and outreach coordinators*

- **ADD** UR Community Cares as a community resource in town newsletters, online listings, etc.
- **ASK** social services staff, senior centers and healthcare-related entities to refer and register residents in need of free at-home support
- **ADVOCATE** for online group enrollments

**Town leaders  
and health/  
human services  
providers**

**1**

**Go to** [URCommunityCares.org](http://URCommunityCares.org) >  
Be a Partner > Community Member

# ROADMAP for **COLLABORATORS**

*Civic groups, public libraries, high schools and universities, local businesses and donors*

2

- **ENGAGE** groups and individuals to learn about this new, innovative community support system
- **ENCOURAGE** interested Community Members and Volunteers to enroll using our secure website or ask for assistance to do so

Network  
of local  
collaborators

**Go to** [URCommunityCares.org](http://URCommunityCares.org) >  
Be a Partner > Volunteer

## Volunteers who reside in the community or nearby

### ROADMAP for **VOLUNTEERS**

*Age 18 and older (or 15-17 with  
parental consent)*

- **ENROLL** and complete our  
background check

- **ACCEPT** home visit requests  
convenient to their schedule,  
always in a 5-15 mile radius

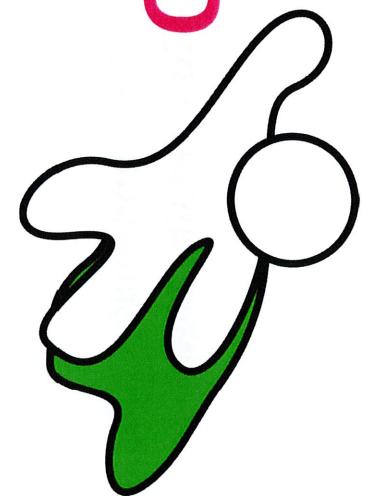
- Fully insured and follow COVID-  
19 safety protocols

- Our goal is to have a  
Hometown Hero as our liaison  
in every town

**Go to** [URCommunityCares.org](http://URCommunityCares.org) >  
Be a Volunteer

EVERYONE NEEDS A

# HOMETOWN HERO



**OUR GOAL** is to enlist a Hometown Hero for every town in Connecticut. These **dedicated individuals assist Community Members and Volunteers with online enrollment and scheduling, and help get the word out to local groups for referrals and sponsorships.**

## DID YOU KNOW?

*Volunteer visits are the only social contact some community members have in an average week.*

**Our Hometown Hero**

**MARY FLOOD: PORTLAND, CT**

UR Community Cares

www.urcommunitycares.org

• Early Support  
• Action  
• Snow Removal  
• Cleaning  
• Cooking  
• Walking  
• Laundry  
• Errands  
• Pet Sitting  
• Childcare  
• Companion  
• Transportation  
• Meal Delivery  
• Laundry  
• Errands  
• Pet Sitting  
• Childcare  
• Companion  
• Transportation  
• Meal Delivery

## ROADMAP for

# COMMUNITY MEMBERS

*Age 70 and older or 18 and older with a temporary or permanent physical disability*

Community  
members who  
need free  
at-home  
support

- **ENROLL** and complete our background check online
- **DECIDE** when to request help for housework, yardwork or companionship visits including errands and possibly transportation
- Pre-scheduling allows for caregiver respite opportunities
- All services are provided at no charge

**Go to** [URCommunityCares.org](http://URCommunityCares.org) >  
Be a Community Member

# ONLINE REGISTRATION

IT'S SECURE AND EFFICIENT  
AND WE'RE STANDING BY TO HELP

Go to [URCommunityCares.org](http://URCommunityCares.org)  
and click on the appropriate tab



Be a Community Member



Be a Volunteer



Be a Partner

*Receive authorization to efficiently enroll  
and schedule Community Deeds for multiple  
Community Members or Volunteers.*



# SAFETY IS ALWAYS OUR CONCERN

- COVID-19 safety compliant
- Background checks for all participants
- Fully insured to operate in all U.S. states
- Secure registration system



# COVID-19 UPDATE

**STAY  
SAFE**

- ❖ We have shifted to no-contact visits for Community Members who need food shopping/drop-off, arrangements for medical supplies and assistive equipment, phone check-ins, yard work and dog walking.
- ❖ As safe-distancing allows, Volunteers perform needed tasks such as meal preparation, laundry and cleaning. We supply Volunteers with masks, gloves and cleaning products prior to visits.
- ❖ Volunteers are available to help participants use our website and advise family members on how to enroll loved ones and schedule Community Deeds on their behalf.

# OUR SUPPORTERS

## TOWN OF MANCHESTER



\$5,000 Budget Allocation  
Human Services Dept.  
Fiscal Year 2020-2021

## FAIRFIELD COUNTY'S COMMUNITY FOUNDATION



\$1,500 Grant

## CRUISIN' ON MAIN



## STREET PHILANTHROPIC COMMITTEE

\$2,000 Grant

## SOUTH WINDSOR



## JAYCEES

\$1,000 Grant

## HARTFORD FOUNDATION FOR PUBLIC GIVING



\$10,000 Grant, COVID-19  
Response Fund

## STATEWIDE RESOURCE MEMBER

- 211 Helpline
- CT-VOAD

# OUR GUIDING PRINCIPLES

- ❖ Support aging in place and living independently
- ❖ Increase community resilience
- ❖ Build intergenerational connections
- ❖ Value dignity and respect
- ❖ Ensure accessibility of services
- ❖ Use technology “for the good”

*URCommunityCares.org meets website-accessibility standards and is currently available in five languages – English, Arabic, Chinese (simplified), Hindi and Spanish.*

# COMMUNITY MEMBER TESTIMONIAL



**My volunteer is kind and compassionate.** We both are self-isolating due to underlying health issues, so we decided to do our Community Deeds by phone. It's perfect for playing word games, discussing current affairs and exploring how to use technology together. We meet mostly once a week at the same time and I think we both look forward to it. I have a pretty flexible schedule in case something comes up at the last minute for my volunteer. We try to be supportive of what the other person needs.

- ❖ E.J., community member and retired attorney

# VOLUNTEER TESTIMONIAL

My first encounter with Mr. M. was scheduled to take place during the extended power outages. I went to his home but he wasn't able to visit so I left. He called me afterward to tell me that I had "restored his faith in humanity" and that was the beginning of our friendship. He puts a smile on my face every time I see him and I'm sure he can tell I'm smiling even though I'm wearing a mask. When I began volunteering, I thought that the community member would be the one that benefited from the deed that was completed. I had no idea the impact that it would have on me. **As much as he appreciates the deeds that I complete, it is me that's truly blessed.**

- ❖ **K.S., volunteer and principal at a nearby high school**



# PLEASE CONSIDER HOW YOU CAN HELP

## UR Community Cares needs:

- TOWN LISTINGS OF OUR WEBSITE AND PROMOTED EVENTS
- REFERRALS OF KNOWN COMMUNITY MEMBERS IN NEED OF HELP
- MUNICIPAL BUDGET SUPPORT in FY 2021-2022
- BOARD MEMBERS, ADVISORS AND HOMETOWN HEROES



# LEARN MORE

We invite you to:

- Call 860-430-4557
- Email [info@urcommunitycares.org](mailto:info@urcommunitycares.org)
- Visit [URCommunityCares.org](http://URCommunityCares.org)
- Request a virtual meeting and online demo with your team
- Follow us on social media

## LET'S MEET VIRTUALLY

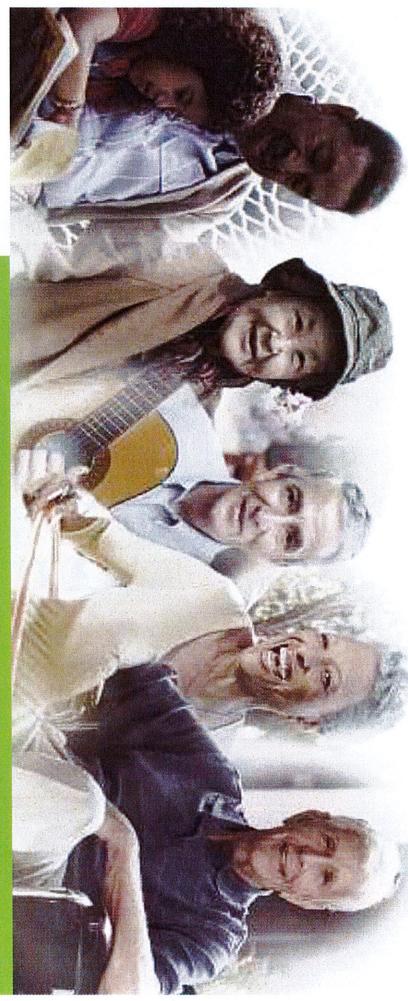
*Join our live online*

*Q&A meetings*

*held monthly*

*throughout the year*

*Call or email to request  
schedule and Zoom log-in link.*



# THANK YOU!

## BOARD OF DIRECTORS

Michelle Puzzo, President and  
Co-founder  
M.D. Birmingham, Treasurer and  
Co-founder

Jayna Velez-Molina, Secretary  
Matthew Tierinni

860-430-4557

[info@urcommunitycares.org](mailto:info@urcommunitycares.org)  
[URCommunityCares.org](http://URCommunityCares.org)

## ADVISORY BOARD

Donna Powell  
Eileen Faust  
Eric Blumenthal  
Greg Dupuis  
Maggie Koosa

