



Congratulations To Us!! We have been “Live” for a whole year!

And, what a year it’s been! The Neighbors InDeed database, SecureSheet, went “live” just about a year ago.

Before that there was a whole year’s effort during 2006 when Al Witten, his team and others forged the database, got the initial data entered, massaged the format time and time again and then finally went live in January 2007. Then, in early 2007 it became very apparent that it made all kinds of sense for the Information & Referral (I&R) staff taking NID’s incoming calls to also enter the information about those calls directly into the database rather than completing handwritten forms and handing those off to someone else to enter. Sandy Melnick’s I&R Team, troopers that they are, were up to the challenge and were soon entering all of our incoming calls like pro’s.

As we went along during 2007, our first year of being “live,” we found many opportunities to enhance the information we were gathering by making numerous changes to the database by adding columns and requiring entry of additional data. Neighbors InDeed also launched new programs in 2007 that required even more modifications to our database. The myriad of data entry changes and additions were daunting at times but, again, Sandy’s team came through. We now have a very impressive Caller database that can provide NID with sound information so that intelligent decisions can be made about our programs and services.

Kudos to the whole I&R team and to those pre-live and current contributors!!

We are forever indebted to Al Witten for his foresight, leadership and data management and design skills. And special thanks go to these contributors:

During initial conceptual stage: John Flaherty, Shari McGrail, Sandy Melnick, Frances Swanson.

Mid May 2006 - data entry began: Marlene Bennett, Viki Kristensen, Joanne Thomas.

Jan 2007 to present: Esther Brunetti, Ken Leo, Lynn Newhall, Tanya Piper, Janet Roberts, Ethel Wolff

And Al was delighted to recently announce that Joyce Clark is now co-administrator of the SecureSheet Databases. We are up and running and really very impressive!

All in the SecureSheet Database

- All incoming calls are entered.
- I&R Resources database is on-line.
- We have a database of all of our volunteers (160 and counting...)
- Handy Helpers and Help@Hand volunteers record their availability.
- Dispatchers retrieve calls and assign Handy Helpers accordingly.
- Program Coordinators can retrieve calls for their individual programs.
- Service call follow up data is entered to close the loop.

And we have an easy way to track our calls: 3016 calls in 2007.

It's been a long road with lots of twists and turns but the volunteers of Neighbors InDeed have made it happen! But, then...what else would anyone expect?

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Handy Helper Program

From Larry Schurr, Handy Helper Program Coordinator

- To increase efficiency and responsiveness to our Callers' needs, Handy Helpers have been entering their dates of "Availability" into SecureSheet so that Dispatchers can readily see who is available during the current week. Earlier in the year, Handy Helpers would enter their availability one week at a time but at a Handy Helper's suggestion, the capability for entering info for a whole month was added. Just select "Full Month Availability" after you enter the SecureSheet HH Availability screen.
- Suggestion to Handy Helpers when they are out on a call - If a resident expresses interest in learning about their home mention the "How To" Workshops. We cover most items that are listed on the Service Request form. Workshops are held every month and a reservation can be made by calling our main number at 223-2763.
- Our next HH get together is March 11. Please mark your calendars. Time and location will follow later.
- Home Depot. Our co-op program with Home Depot will kick off in February. All Handy Helpers are invited to Home Depot on Wednesday, February 6th at 1:00PM to review the program. This introduction should last about 1 hour. Email lsure46@sbcglobal.net or call 543-5320 to let me know you will attend.
- Leave notification- Please email Larry Schurr at lsure46@sbcglobal.net if you want to go on leave as a HH volunteer and include the effective date and the date when you want to be placed back on active duty. This greatly helps the Dispatchers.
- Handy Helpers, as well as other volunteers, need to be aware of the new Neighbors InDeed policy regarding seniors who are at risk. Please make note of the following information.

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Seniors At Risk

Occasionally a Neighbors InDeed volunteer will become concerned about the welfare of a resident while conducting a service call. The volunteer may suspect that there is neglect or abuse by others or it may appear that the resident may not be capable of adequately taking care of himself/ herself.

Any Neighbors InDeed volunteer who comes across a situation where he/she feels that a resident is at risk due to the possibility of abuse or neglect or if the resident appears incapable of taking care of himself/herself adequately, the volunteer will alert his/her Program Coordinator and relate the facts of the situation. The Program Coordinator will determine if the suspected problem should be forwarded to Adult Protective Services or the Lincoln Police Department.

Dispatcher Program

From Vic Albertazzi, Dispatcher Program Coordinator



NID loyal HH Dispatchers, Lynette Everhard, Joyce Henderson, Morrow Moore, Vic Albertazzi and ever faithful backup John Flaherty continue to perform their Dispatcher duties in a timely, efficient, cooperative and friendly fashion.

And, with the increased activity due to promotion and advertising by the NID Board and, especially to the excellent, timely service provided by Handy Helpers, we all welcome the new members of the HH Dispatcher team who have jumped in and performed from the beginning as if they had done this for years. Welcome to: Natalie Bradford, Mary Cranston, Richard Crosby, Sharon Overway, Gail Ramsden, Herman Tijsseling and Carol Witten.

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Volunteer Coordination

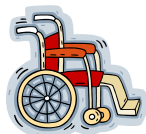
From Ginny Sato, Volunteer Coordinator

We had another successful Orientation Meeting on November 28th when we presented to prospective volunteers our Neighbors InDeed slide show covering the various programs that we offer and volunteer responsibilities. Currently we have over 160 trained volunteers. If you know someone who would like to join us, please have him or her call us at 223-2763. We hold orientations monthly except for December.

During 2007 we processed 48 new volunteers and 9 more are scheduled to be processed.

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Medical Equipment Loan Program

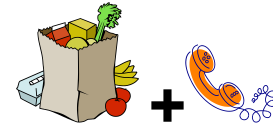


Launched in August, the Medical Equipment Loan Program is up and running at full speed. Program Coordinator, Jean Ebenholtz, and Co-Coordinator, Gary Lancaster, have all systems under control with efficient means of supplying our LH neighbors with crutches, canes, walkers and wheelchairs when the need arises. The equipment is maintained and housed in our rented storage facility in Lincoln and when requests come in deliveries are made right to folks' homes.

If you know anyone who could use this service, please pass the word.

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Help@Hand Program



When Ethel Wolff decided to retire from the NID Board and her position as Friendship Line Program Coordinator, she suggested that the service should be merged into our Help@Hand Program. That made all kinds of sense and Jo Fratessa, Help@Hand Coordinator, took this additional service on. Jo also conducted a recent training to show the H@H volunteers how they can now log on to SecureSheet to indicate which types of tasks they are willing to undertake and also register their availability just like the Handy Helpers do. This will make responding to resident's requests and assigning volunteers much more efficient and effective.

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Next Issue: Look for more on our Information & Referral Service, the Resources List, the NID website and much more.

Additional NID Volunteer Opportunities

Since we've grown so rapidly, we're looking for some folks with the following:

- writing skills to write articles about NID
- website experience to help us develop and maintain our website

If you'd be interested in any of these opportunities, please contact johnpflaherty@gmail.com or joan.brant-love@sbcglobal.net

Lost & Found – Anyone lose a blue beaded earring at the HH meeting on 11/27? As a reminder, speakers included the District Attorney's Adult Protective Services unit and the Lincoln Police Department. If it's yours, please call Joan Brant-Love at 434-6095.

To all of our Neighbors InDeed Volunteers...

Thanks for all you do and

may each of you have a great 2008!!

