

## Neighbors InDeed 2008 Call Stats



Number of 2008 incoming calls: **3812**

- Inquiries for Information & Referral – 895
- Requests for Handy Helper Service – 2103
- Medical Equipment Calls – 504
- Callers interested in volunteering – 39

The remaining calls were for miscellaneous categories.

Many thanks for the countless hours put in by our Information & Referral team, our Handy Helpers, our Dispatcher and Medical Equipment Teams and, of course, our Volunteer and Resource Coordinators.



### Volunteer Coordination



The NID Board regretfully accepted the recent resignation of Ginny Sato who had been our Volunteer Coordinator since the Spring of '07. As a young organization we didn't have a lot of systems in place at that time and Ginny jumped right in and got the processing of new volunteers very well organized. We now promptly respond to inquiries from prospective volunteers, get them oriented to NID and follow through to make sure that those who are interested get an opportunity to be trained in our programs. Sad to see Ginny go, but we are very happy to welcome Kathie Wagner-Levine on board to take over those responsibilities. Kathie is making the transition seamless and will continue to work with our Volunteer Co-Coordinator, Norma Milligan.



### Handy Helper Program

Off the charts, Guys! Service call volume increased from 1727 calls in 2007 to 2061 calls in 2008. Way to go!! And as always, our residents are SO appreciative!

Next quarterly Handy Helper meeting will be held on 3/19/09 at 2:00 PM in the Oaks Room at Orchard Creek Lodge. Herman Tijsseling and Larry Schurr are still planning the meeting so please let them know if you have interest in any particular topics or would like to shore up your knowledge in a certain area. You can email Herman or Larry at [gitanherm@ssctv.net](mailto:gitanherm@ssctv.net) or [lsure46@sbcglobal.net](mailto:lsure46@sbcglobal.net) These are also the email addresses you should use when you need silicone spray, bulbs or batteries. To reorder forms, business cards, etc., email [joan.brant-love@sbcglobal.net](mailto:joan.brant-love@sbcglobal.net)

We now have a reminder system in place. Residents can get service stickers from our Handy Helpers on which they can note the month and year that batteries or filters were changed or when the garage door was last lubed. Sure beats waiting for those smoke alarms to start chirping...

## Medical Equipment Loan Program

Jean Ebenholtz is happy to report that one of her team members, Irene Kos, is back on board after medical leave.



The Medical Equipment folks have also been able to establish an on-line inventory list of all of our equipment thanks to the help of Al Witten and Joyce Clark, our Database Coordinators. This really helps in tracking and accounting for our assets.

For those residents who are able, we're now asking them to return the lighter medical equipment items to us (canes, crutches, etc.). This saves having one of our volunteers go out on a pick up run. Residents are very happy to do so and are always so appreciative of this program.

Don't forget! If you know of a resident or a visitor who can use a cane, crutches, walker, wheelchair or transport chair, let them know that they can just call us. We also have a couple of ramps and reacher-grabbers available for short term use. Phone#: 223-2763.

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## Information & Referral Service



### 3812 calls in 2008??... How do you guys do it??

What an amazing team we have in our Information & Referral Service!

There they are, staffing our phones six days a week from 9:00 AM until 6:00 PM. helping our residents find local services and agencies and, of course, fielding all those calls we get for Handy Helpers. Oftentimes, the I&R volunteer on duty has to help residents figure out what it is they really need and provide information accordingly. Thankfully, we have a wonderful Resource database of almost 400 local services and agencies to access.

Co-Coordinators Betty Chiang and Janet Roberts recently moved our I&R system to 2-day shifts which, of course, has a lot of appeal for our volunteers. We're also hoping that this new system will be an encouragement to those thinking about volunteering for NID. We also want to remind folks that it isn't necessary for an I&R volunteer on duty to remain at home during a shift. If a volunteer has to leave for an hour or two, messages can always be picked up and responded to upon return.

Due to the great success of the presentation at their informative meeting in October, Betty and Janet are planning another potluck get-together in April. Stay tuned...

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## "How To" Home Maintenance Workshops

So how many residents have taken advantage of our "How To" Home Maintenance Workshops? To date, 244 SCLH residents have attended our workshops and received our informative handout materials.



What did they learn? Location of inside and outside water shut off valves, how to program thermostats and sprinklers, how to change filters and smoke alarm batteries, how to lube and adjust garage doors, how to drain water heaters, and more...

Know someone who could benefit from our workshops? Have him/her call our Information & Referral Service at 223-2763 to sign up.

## Dispatcher Team



For every Handy Helper that goes out on a service call there is a Dispatcher who has gone online and picked up the resident's request from our Callers' database in SecureSheet. He/she then sets about calling the list of Handy Helpers who are "Available" that day and who have indicated an interest in doing that particular task.

It often takes several calls to locate a Handy Helper but our intrepid Dispatchers continue on until they can make an assignment. These folks are truly the "backbone" of Neighbors InDeed and deserve, and certainly have, our heartfelt thanks.

Co-Coordinator Vic Albertazzi and Morrow Moore are constantly looking for ways to make life a little easier on their team. A recent suggestion was that when Dispatchers reach a Handy Helper it's perfectly OK to ask the Handy Helper if he/she is willing to take on more than one request. Reportedly, many Handy Helpers are more than happy to do so.

## Volunteer Opportunities



Speaking of Dispatchers, we can certainly use additional members on that team. We are also actively looking for volunteers for our Information & Referral service and the more Handy Helpers we engage, the better.

If you know someone who would have interest in joining one of these teams have him/her call us at 223-2763. We have monthly orientation meetings so that prospective volunteers can learn about our various programs and then decide if they'd like to take part in a program-specific training. Trainees aren't committed until after training so they have ample opportunity to decide if a program is a good fit.

## Neighbors InDeed + Neighborhood Watch

NID and NW will be jointly sponsoring a fascinating presentation on April 14<sup>th</sup> at 1:00 PM in the OC Ballroom that will showcase speakers from the Sheriff's department, District Attorney's office, Adult Protective Services and the Lincoln Police Department. Subject: Fraud and abuse involving seniors. Plan to attend to learn a lot!

## Upcoming events to keep in mind...

February 26<sup>th</sup>, 2:00 – 4:00, prospective volunteers orientation

March 19<sup>th</sup>, 2:00 – 4:00, Handy Helper meeting

April 14<sup>th</sup>, 1:00 – 3:00, joint meeting with Neighborhood Watch

June 7<sup>th</sup>, 11:30 – 3:00, second annual NID potluck! Save the date!!



Thanks for all you do for Neighbors InDeed and may 2009 (despite its early setbacks) turn out to be a very good year for all.

