

News from our Information & Referral Service



In June, the Neighbors InDeed Board of Directors regretfully accepted the resignation of Sandy Melnick as Program Coordinator of the Information & Referral program. Sandy has been the “rock” of I&R for well over four years starting way back when. During the early days she even once staffed the phone by herself for a solid six weeks! Just amazing!! She does hasten to remind us that call volume was a lot lower in those days. In any event, Sandy will remain with us as a Board Member but wants to devote more time to her passion for needle arts. (You should see the quilts she has created!) We will miss her as Program Coordinator but she assures us she’ll still take phone shifts from time to time. Can’t let you go totally, Sandy!

Betty Chiang who has served with Sandy as Co-coordinator will be taking over the top slot and will be ably assisted by Janet Roberts who is a Board Member as well as a member of the I&R team. In addition, Janet headed up the hugely successful cleanup effort on our Resource List that spanned many months.

Change in Phone Hours

Due to low call volume on that particular day, NID will no longer be staffing the phone on Sundays effective September 1. Beginning in September, Sunday’s incoming calls will go to the NID voice mail and be picked up on Mondays. Of course if they wish, volunteers are still very welcome to make Sunday appointments to go on service calls.

★★★★★

Transportation Note from Betty Chiang

Please mention about the Lincoln Dial A Ride (DAR). Good transportation within SCLH. DAR is a Monday through Friday service 8:00 am to 5:00 pm. DAR is a shared ride, and is a curb to curb service. Operating in the City of Lincoln and to the Galleria and Wal Mart. Call (916) 645-5400 two hours or up to two weeks in advance to make an appointment. Fare is \$2.00/person each way. Punch passes available for \$20.00 for eleven rides.

★★★★★

Merger Notes

Since NID has experienced a very limited number of calls for Help@Hand type services, the Board has decided to transition the current Help@Hand volunteers into the Handy Helper group and simply expand the list of services to encompass the tasks that have traditionally been performed by both groups. This will make life much easier for our Dispatchers and eliminates a whole unnecessary segment of separate administration. Larry Schurr remains the Handy Helper Program Coordinator, Vic Albertazzi is Co-coordinator and Jo Fratessa will still provide training and guidance for those performing the Help@Hand tasks.

★★★★★



Handy Helper Program

When asked for a list of “Don’ts” for Handy Helpers responding to Callers’ requests, Larry Schurr, Program Coordinator came up with the following:

General Guidelines: a single job should not take more than approximately 30 minutes. Multiple jobs may add up to more than 30 minutes. Many times additional jobs are requested at the job site even though they are not listed on the Service Request. “We should try to complete those jobs if they are reasonable and we need to note added tasks to the Service Request form before turning it in.”

Don’ts

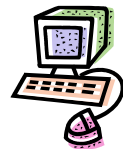
1. No work on 14’ or higher ceilings requiring a ladder.
2. No Christmas decorating.
3. No climbing on the roof, working on eaves or cleaning gutters.
4. Can’t check all of the drippers on the drip system.
5. Can’t hang anything on the outside walls.
6. No plumbing fixture replacements.
7. No moving anything over 35 pounds.

★★★★★



So, you wonder if you’re appreciated! Many of us have seen the binders full of comment card responses that have been sent to NID by residents, but did you also know that LH residents show their appreciation with \$\$\$? Some folks are only able to include just a few dollars with their comment cards, some send quite a bit more. In any event, it sure adds up! From January through June of this year, residents sent in contributions totaling a whopping \$6,666 giving us an average of \$1,111 per month. Since a lot of residents know that we’re very well supported financially by the Lincoln Hills Foundation, that’s icing on the cake. I’d say we’re doing one heck of a job!!

★★★★★



Data Analysis Project

Beginning in late 2006 we began building a terrific database of incoming calls and now have over 2 ½ years worth of data that we can truly mine. Fortunately, two of our volunteers came forward to help us with an analysis project. Bob Barton from Handy Helpers and Lydia King, who manages our volunteer database, are busy working on sifting and gathering data so that we can have an accurate picture of just what kinds of calls we receive. What kinds of information and referrals are people asking for? What types of services do they need performed in their homes? All of these questions will have some pretty good answers before long. This is why it is critical that when calls

come in, we make sure we record exactly what kind of service is being requested. And, if tasks are added on-the-job, we need to know that, too. Our data analysts are focusing much of their attention on the "Service" columns in the database. This is where our Information & Referral volunteers record the requested services and where add-on tasks are also entered. Getting the complete data and performing the analysis is definitely a team effort!

★★★★★



Volunteer Survey

You have probably already been contacted by one of our surveyors and we do want to thank you for your input. We really do want to know what your volunteer experience with NID has been like and what suggestions you have for how we can improve. Once the survey data is gathered and compiled we will be issuing a report to let you know the results. Many thanks to Natalie Bradford and her team for taking on this project.



Volunteer Opportunities

Within Neighbors InDeed

1. NID has a serious need for a volunteer with strong word processing and administrative skills to help produce our training manuals and handouts which are in Microsoft Office format. The volunteer will need his/her own computer with that software, however, NID will provide a Brother printer/copier for the volunteer's use in producing the documents. If you're interested in helping us with these all-important tasks that are a big component of our volunteer training efforts, please contact Joan Brant-Love at joan.brant-love@sbcglobal.net or 434-6095.
2. We're on the lookout for more Information & Referral Service volunteers and more Dispatchers. Know people who might be interested? Have them call 223-2763 to request a volunteer application packet. We offer monthly orientation sessions where folks can come and find out what Neighbors InDeed is all about.

Beyond Neighbors InDeed

There is a need for volunteers to assist at the Recreation & Respite Care daycare program which is held at the Twelve Bridges Library. This program is available to seniors with physical or memory impairment and offers support and socialization activities. Very importantly, the program provides the seniors' primary caregivers with a few hours to pursue their own interests while leaving their loved ones in a safe environment. If you or someone you know would like to volunteer for this program, please contact Joni Tryker at 781-1559.

Reminder -- Lincoln Hills China Earthquake Relief benefit will take place on August 30th. For further information contact. Betty Chiang at 408-0195 or bettydoue@hotmail.com

Wishing you a Happy Rest-of-Summer and Early Fall!!