

Referrals! Referrals! And more Referrals!

By Janet Roberts

What happens when you need more help than what Handy Helpers or Medical Equipment volunteers can do? Well, of course, you ask us for recommendations and referrals for businesses and public agencies and we can usually give you what you need!



Many SCLH residents request recommendations on Nextdoor or in the Google group exchanges, and luckily, there is always one resident who pops up with “Try Neighbors InDeed, they always have referrals and good ideas to help you.” A sincere thank you to those residents.

How are we able to do this?

- Getting on the Resources List: When Neighbors InDeed started back in the early 2000's, recommendations from residents were entered into our Resources database. That database grew until today we have well over 600 entries for a variety of services and agencies. Vendor recommendations come from residents calling the Neighbors InDeed phone line, from the Google group and Nextdoor, and directly from friends, neighbors, and our own experiences. A vetting process is used that includes obtaining two SCLH resident recommendations, checking state licensing agencies for required licenses if applicable, and a phone survey with the vendor for information regarding hours, contacts, services, and any additional pertinent information.
- Updating the List: Every year, one-half of the List is checked by our volunteers and then updated by a dedicated Resources Volunteer. The volunteers call the vendors to confirm the accuracy of our information about them and obtain corrected information. The Resources Volunteer then updates the database removing vendors who are no longer in business, are having issues with their licenses, or no longer wish to be on the List. Using this updating process, we keep in touch with all the vendors/agencies on the List every two years. Of

course, we update information during the year when we are contacted by the vendor or a resident.

- Removal from the Resources List for Cause: In addition to the reasons for removal identified during the annual update, vendors can be removed at any time for cause. Two examples: 1) A vendor starts a project and takes payment, but doesn't finish it and does not respond to resident calls. 2) If we see a trend that a vendor recommends to several residents an expensive service that a second opinion determines not to be necessary. In both cases, the vendor would be removed. We track complaints submitted to us to determine a vendor's practices.

Resources List Services

But just what services are on the Resources List? To learn more, we recommend that you take a quick look at our website, www.neighborsindeed.org, and check out the variety of services on the List under Information and Referral. These range from in-home care, meal delivery and respite care, to home maintenance and other services such as notaries, automotive repair, pet sitting, and moving companies, and to support groups and services. **If you use a favorite vendor, give us a call at 916-223-2763 and recommend that they be added to the Resources List.**

But remember to always check with Neighbors InDeed first and get referrals from your SCLH neighbors

*As always, please remember that we do not answer the phone. Leave us a message at **916-223-2763** and we will return your call as promptly as possible between 9 a.m. and 5 p.m., Monday through Friday.*