

## Neighbors InDeed (NID)

**WORKING 9 TO 5**



*BY Jan Lee & Pat Togstad*

A snappy tune in 1980, and also NID's hours. An (I&R) Information & Referral Volunteer returns your calls, answers questions and informs you if NID performs the tasks you're requesting. If not, we will offer you 3 referrals from our Resource List, all recommended by SCLH residents who were pleased with them and recommended their services.

Weekdays from 9 to 5, we respond to all voicemails in order, from earliest to most recent. That's why we don't answer the phone. An average of 25-35 voicemails are handled each day, including the overnight voicemails. Our goal is to return all calls ASAP by 5 pm the same day. NID does not work on weekends or National holidays.

Calls are coded (HH) for Handy Helper tasks and (ME) for Medical Equipment delivery and pickup. I&R enters requests into NID's database to record your information and track each call. When the Dispatcher receives requests, he or she will work to assign the task and enter the HH or ME's name. HHs must return calls within 48 hours and MEs within 24 hours, it's usually much sooner for both. The assigned HH or ME volunteer will call you to confirm task/s and set an appointment time that works for you. If you're not home, they will leave a message or call back.

In 2023, NID completed **2,545** HH calls, **851** ME calls and **3,843** calls for referrals and information.

To SKIP our phone greeting: When message starts - tap the asterisk (\*) key on your phone - message will stop - begin leaving your request.

*Our 24-hour phone number is 916-223-2763.*

Check out our website: [www.neighborsindeed.org](http://www.neighborsindeed.org).