



**COUNTY OF SAN DIEGO
VOLUNTEER REPORT FORM
PERIOD JULY 1, 2014 - JUNE 30, 2015
Deadline: July 17, 2015**

COUNTY OF SAN DIEGO
2015 JUL 16 PM 3:19
CLERK OF THE BOARD
OF SUPERVISORS

1. DEPARTMENT INFORMATION:

Department: ANIMAL SERVICES

Division/Unit: COMMUNITY SERVICES GROUP

2. VOLUNTEER PROGRAM BENEFITS:

- a. GENERAL VOLUNTEERS (this section should include community volunteer, student intern, groups, corporations, etc.)

No. of Vol.: **1,013** Hours: **168,077** X \$23.07 = **\$3,877,536.40**

Types of work performed by GENERAL VOLUNTEERS in this category:

General Volunteers provide many useful services at our three facilities. We currently have 22 different groups for individuals to volunteer in which focus on specific areas in the shelter environment as well as the different animals in our care.

There are three primary animal groups which are: Dog Pals, Cat Crew, and Bunny Buddies. Volunteers in these groups are trained and mentored on how to safely interact and engage with the animals. In addition, we also have opportunities for people to work with animals that we do not always have available. These include livestock, reptiles, and smaller companion animals such as rats.

Volunteers working directly with the animals help staff by making notes about any medical concerns or behaviors observed in the animals. They also may help by washing dishes, doing laundry and in some cases even helping to feed and clean the animals alongside staff. There are volunteers who also help to highlight animals by taking photos of them and creating signs to place around the facilities and on the animal kennels. This year we had volunteers join our Media Mob to help promote animals on our Facebook page.

One group that performs a huge function here is our "Booth Crew". Participants in this group will attend various events such as street fairs or adoption events. They help answer questions from the public while manning a table or booth set up by the Department. At some events they also handle animals that we may take for adoption purposes. These events help highlight and promote the Department, our animals, and our Volunteer Program.

One of our most important groups during the spring and summer is our Tweenie Foster Group. "Tweenies" are kittens "between" four and six weeks of age. These volunteers take kittens that normally would not be able to stay in our shelter and instead care for them in their homes. They are responsible for their day-to-day care and feeding and also for the socialization of the kittens.

This year we continued our partnership with King Chavez High School and their student intern program. The program is designed to give students real life experience in the workforce. This year we had two students participate. They worked alongside the animal care staff assisting with cleaning kennels in the afternoon, feeding the animals, labeling animals for surgery with the appropriate kennel signs, doing laundry and washing dishes. One even helped to prepare our cat rooms by aiding in the entire cleaning of the rooms including moving all the caging then setting them up for the new arrivals. The two students spent 400 hours working with us during their time here. We had another intern join us from San Diego MET High School. His internship was in our clerical area where he assisted in preparing documents for data entry and putting together packets for our animal classes. He spent time job shadowing in various divisions of the shelter. His total time spent with us was 100 Hours.

New this year, we had volunteer opportunities for group organizations which took place at two of our facilities.

The first group was with the Upper Deck Corporation. They met at our facility in Carlsbad and after an Orientation worked with our cats and dogs. They also provided various enrichment activities for the animals.

The second group opportunity came when we partnered with the USS Ronald Reagan and the USS Lake Erie. Working with the ships Volunteer Coordinators we set up specific days when the various crew members could come in and volunteer at our facility in San Diego. After an orientation, the crew members could then work with whichever animal groups they wished by partnering with current volunteers in our program. Through these opportunities we had 139 active military members participate and volunteer more than 452 hours to our program.

- b. INSTITUTIONAL VOLUNTEERS (this section should include honor camp inmates, PIC/RETC, GAIN, etc.)

No. of Vol.: **30** Hours: **1,545.75** X \$23.07 = **\$35,660.50**

Types of work performed by INSTITUTIONAL VOLUNTEERS in this category:

This category includes three outreach groups that are for physically and mentally challenged young adults. They are the Stein Education Group, TRACE, and the Rancho Bernardo Day Program. These groups come to the facility under the supervision of a counselor or with their job coaches. Many work on things such as laundry, putting together litter pans and washing windows. Other times they may help to put together adoption packets or cat carriers. The higher functioning members of these groups are members of the Cat Crew or as Dog Pals providing the same enrichment as our other Pet Pal Volunteers.

Throughout the year we also have Community Service Workers that come to us to fulfill court ordered community service hours. These volunteers do not interact with the animals in our care; instead, their time is utilized for scrubbing and cleaning various areas of our facilities. Many have assisted in organizing our storage areas and in some cases unloading pallets of supplies. Other times they will be assigned to cleaning and scrubbing areas where we interact with animals such as rooms and yards. Upon completion of their mandated time they receive a letter of completion to present to the court.

- c. SPECIALIZED VOLUNTEERS (this section should include utilization of Special Volunteers in positions requiring specific skills and/or expertise levels, for example, an attorney, physician, sports figure or celebrity). These specialized positions have verifiable compensation levels (VCL). If you have such a volunteer, please indicate the position, hours and compensation level below).

<u>Position</u>	<u>Hours</u>	X	<u>VCL</u>	=	<u>Dollar Benefit</u>
25 VC DART (formerly LAST)	894.25		18.93		\$16,928.20
11 SD CART	1,353.10		24.47		\$33,110.40

No. of Vol.: **36** Total Hours: **2,247.35** Total Value = **\$50,038.60**

Types of work performed by SPECIALIZED VOLUNTEERS in this category:

Volunteers in this group are highly trained first responders and are permitted to work alongside the Department's Animal Control Officers and animal care staff to learn the most efficient ways to extract animals during disasters—a high level of expertise is necessary.

The hours listed are taken from the many classroom and field trainings performed throughout the year in order to be a part of this group. They are trained to use specialized equipment and process forms used during an emergency to help assist the Department staff.

d. TOTALS OF DEPARTMENT VOLUNTEERS (from above):

	<u>No. of Volunteers</u>	<u>Hours</u>	<u>Dollar Benefit</u>
2a.	<u>1,013</u>	<u>168,077</u>	<u>\$3,877,536.40</u>
2b.	<u>30</u>	<u>1,545.75</u>	<u>\$35,660.50</u>
2c.	<u>36</u>	<u>2,247.35</u>	<u>\$50,038.60</u>
Total Vol.:	<u>1,079</u>	Total Hours: <u>171,870.10</u>	Total Value = <u>\$3,963,235.50</u>

3. DONATIONS TO VOLUNTEER PROGRAM:

Please list all donations to the department's Volunteer Program including monetary donations and tangible/intangible items. Items such as computers, air time, transportation, books, etc. Please assign a fair market value to each and add to the total value of the donations section.

Item Donated:	<u>Petco Gift Card</u>	Value:	<u>\$40.00</u>
Item Donated:	<u>Kongs</u>	Value:	<u>\$500.00</u>
Item Donated:	<u>Toys/Enrichment Items</u>	Value:	<u>\$3,000.00</u>

TOTAL VALUE = \$3,540.00

4. VOLUNTEER PROGRAM COSTS:

a. Cost of direct supervision of volunteers (total hours of direct supervision times hourly rate of staff persons(s) directly supervising program volunteers.

Hours: 547.50 X Rate: \$27.13 = \$14,853.70

b. Cost of program coordination (total hours of program coordination times hourly rate of coordinator(s)). This section should include coordination of staff, compiling statistics, job description preparation, volunteer placements and recognition, etc.

Hours: 2,080 X Rate: \$21.76 = \$45,260.80

c. Other program costs (volunteer training materials/supplies, recognition costs, etc.):

<u>ITEM</u>	<u>COST</u>
<u>Leashes</u>	<u>\$4,817.00</u>
<u>Treats</u>	<u>\$3,000.00</u>
<u>Harnesses</u>	<u>\$1,000.00</u>
<u>Office Supplies</u>	<u>\$2,000.00</u>

TOTAL OF OTHER PROGRAM COSTS = \$10,817.00

d. TOTAL OF VOLUNTEER PROGRAM COST (add 4a, 4b, and 4c) = \$70,931.50

5. NET BENEFIT TO DEPARTMENT FROM VOLUNTEER PROGRAM:

a. Total Dollar Benefits of Volunteers, Item 2d (Page 3)	\$3,963,235.50
b. Total of Donations to Volunteer Program, Item 3 (Page 3)	\$3,540.00
c. Subtract Total of Volunteer Program Costs, Item 4d (Page 3)	-\$70,931.50
TOTAL PROGRAM BENEFIT	\$3,895,844.00

6. RECRUITING:

Please describe your recruiting programs:

Many recruiting opportunities are at events that the department attends. Informational handouts on the volunteer program and the Department as a whole are distributed. Volunteers assisting at events also speak with the public about the many volunteer opportunities.

Another way we recruit is through our website where we reach out to County employees via email. People also reach us by contacting our Rescue Partners who in turn direct them to our website.

Additionally, we tend to get a lot of volunteers from individuals visiting our facilities. They become interested in helping us in our mission to help the animals and will talk to either staff or current volunteers about how to join our team.

Lastly, the bulk of our volunteer recruitment is by word of mouth. Current volunteers talk to others about the program and those individuals want to join. Many of the military and other groups we have all have come from the recommendation from current volunteers.

7. SPECIAL VOLUNTEER PROGRAM ACTIVITIES/ACHIEVEMENTS:

Please describe any special activities and/or achievements your program was involved in during the period of this report:

Our volunteers were able to attend various events including street fairs and festivals held throughout the year. We participated in a variety of Wellness Fairs conducted by the County. At these events we had a booth and were able to take adoptable pets with us. We also attended the San Diego County Fair where we again were able to take adoptable pets.

We selected a volunteer of the year who represented all three of our facilities who received a certificate and was able to participate in the ceremony at the county administration building. In addition, we also selected a volunteer of the month who was honored with a special certificate.

To show appreciation for our volunteer, we had an appreciation week held at all three facilities. It was titled "Our Volunteers Make Life Paradise" and it was a tropical theme. We had decorations and treats that were tropical inspired. Each shelter had a potluck where staff brought in tropical themed foods and dressed in Hawaiian shirts.

This year we also teamed up with the crew aboard the USS Ronald Regan and USS Lake Erie as mentioned in the first section. This gave us a unique opportunity to have crewmembers spend time with our animals and to educate them about the importance of enrichment for animals.

Members of our SD CART team participated in a disaster training that took place in March of this year. They received special recognition from the event coordinators for excellence in radio communications. They were given a plaque and a special story was written about them on our Facebook page.

8. VOLUNTEER PROGRAM GOALS FOR FISCAL YEAR 2015-16:

Please describe your program goals. Include activities, number of volunteers, recruitment, training, recognition and other goals:

This fiscal year we hope to continue enhancing our program by the ongoing development of our enrichment program which is designed to stimulate the animals both mentally and emotionally while in our care. This large undertaking will progressively evolve as we continue to learn more and more about animals' needs. This includes ongoing training and sharing of knowledge with other organizations and individuals. We will also host more meetings where we can share ideas and tips from volunteers and staff.

Another goal is to maintain the ongoing work in developing a stronger team of staff and volunteers at our three facilities.

Furthermore, we are renewing our efforts to promote and recruit for our Reserve Officer Program. This program is designed to give volunteers the training and opportunity to participate on different levels to assist patrol staff in their daily activities. To do this we will seek more venues in which we can have a booth to talk about this program and our other volunteer opportunities. This will also encompass our goal of reaching out to active duty and veterans of our military—offering opportunities to volunteer and gain possible job skills.

Lastly, we will continue the effort to enhance our program through better training, and develop more concise definitions of roles and expectations for our volunteers. The task of developing a system of maintaining our records and databases is getting closer to completion and we expect to have it in place by the upcoming year 2016. To ease the burden of tabulating hours we will continue the search for software that will aid in this endeavor.

9. GENERAL INFORMATION:

Name of Person Completing Report: Vanessa Brush
Phone No.: 619-767-2611 Mail Stop: H-39 Email: Vanessa.brush@sdcounty.ca.gov
Volunteer Coordinator: Same as above
Phone No.: _____ Mail Stop: _____ Email: _____

10. DEPARTMENT CERTIFICATION:



DEPARTMENT HEAD SIGNATURE

7-15-15

DATE